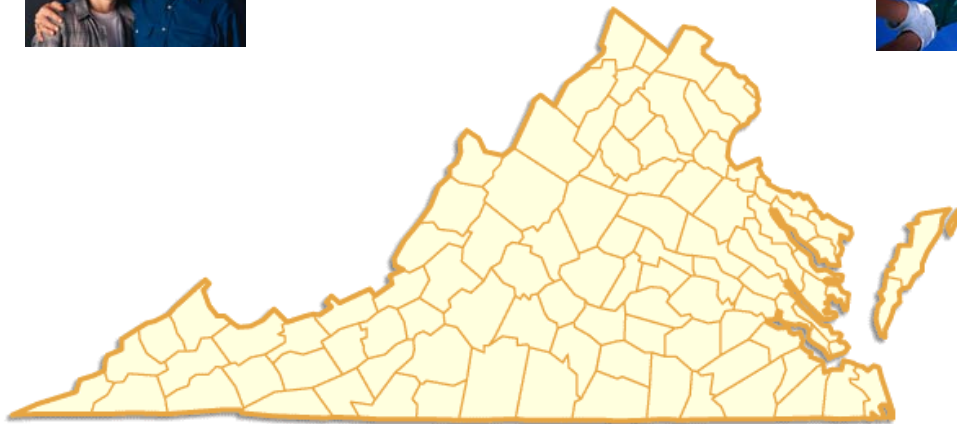


Consumer Survey 2003 Annual Report

Outpatient Mental Health and Substance Use Disorder Services



May 2004

Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services
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ACKNOWLEDGEMENTS

The Department of Mental Health, Mental Retardation and Substance Abuse Services wishes to acknowledge the significant efforts of the employees at the 40 Community Services Boards across Virginia and the thousands of consumers who took the time to complete the consumer survey. We would also like to recognize the work of the Social Science Research Center at Old Dominion University. In addition, we acknowledge the team of people in the Office of Mental Health and the Office of Substance Abuse Services who conducted the consumer survey, analyzed the survey results and produced this report. It was a collaborative effort and the contributions of all involved were necessary to make it possible. Also, this survey would not have been possible without a Mental Health Data Infrastructure Grant from the Center for Mental Health Services (CMHS), Substance Abuse Mental Health Services Administration (SAMHSA).

EXECUTIVE SUMMARY

Background

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer perceptions of services at community services boards (CSBs) as a performance measure to be assessed by CSBs on an annual basis. The DMHMRSAS administered its eighth annual statewide survey of consumer perceptions of CSB services in September 2003 using the 23-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. For the fifth consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek. This survey method was used to assure that the sample of consumers surveyed at each CSB would be representative of the population of consumers currently being served by the CSB.

To determine consumer perceptions of CSB services, four outcome indicators were calculated based on responses to the MHSIP Consumer Survey. These indicators were:

- **Consumer Perception of Access**, defined as the percentage of consumers who reported good access to services.
- **Consumer Perception of Appropriateness**, defined as the percentage of consumers reporting that they received services appropriate to their needs.
- **Consumer Perception of Outcome**, defined as the percentage of consumers who reported positive change as a result of the services they received through the CSB.
- **Consumer Satisfaction with Services**, defined as the percentage of consumers who reported general satisfaction with CSB services.

Findings

- All 40 CSBs participated in the survey. Of the 12,464 consumers eligible for the survey, 7,108 submitted the survey (of which 7,083 were complete), yielding a response rate of 57%.
- Survey respondents were 7,083 adult mental health (MH), substance use (SUD) and co-occurring mental health and substance use disorders (MH/SUD) outpatient consumers presenting for clinic appointments over the course of one workweek.
- The majority of respondents were White (65.4%), male (51.8%), and between the ages of 23 and 59 (84.5%).
- Over half (53.3%) identified themselves as receiving treatment for MH problems, while 30.7% reported receiving treatment services for SUD alone, and 16.0% for MH/SUD.

- Respondents were evenly divided between those having been in treatment for more than one year (49.0%) and those who had been in treatment for less than one year (51.0%).
- Approximately 33.8% of the respondents were referred for treatment services by the criminal justice system, departments of social services, or employee assistance programs. Consumers seeking SUD services were more likely to have been referred by the criminal justice system, department of social services, or employee assistance programs (71.5%), while MH consumers were more likely to have been referred by physicians or hospitals (41.2 %), or to be self- or family-referred (38.7%).

Demographic Characteristics and Outcome Indicators

- The majority of Virginia's adult consumers reported positive perceptions of services received through the CSBs.
- 82.6.0% (N=6,994) of consumers reported satisfaction in the domain of Access, 86.7% (N=6,925) in the Appropriateness domain, 74.0% (N=6,785) in the Outcome domain, and 86.9% (N=6,973) in the General Satisfaction domain.
- On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts.
- A dose-response effect was observed between age and the four outcome domains. The oldest age group was significantly more likely to report positive perceptions on all domains than younger age groups. These findings are consistent with the results from the 2001 and 2002 Consumer Surveys.
- Significant differences were observed among race and ethnicity, and positive perceptions on all four domains.
- Hispanics were more likely to report positive perceptions on all four domains than non-Hispanics, particularly in the area of Outcomes related to treatment.
- Consumers who had been receiving services for twelve months or more reported more positive perceptions than consumers who had been receiving services for eleven months or less on all but the Outcome domain. However, rates of satisfaction on the outcome domain were less than 1% apart.

Service Areas

- Analyses assessing consumer perceptions in the following three service areas were conducted: MH, SUD and MH/SUD.
- The MH consumers were more likely to report positive perceptions than SUD consumers or MH/SUD consumers on all domains but Outcome.
- Similarly, consumers presenting with MH/SUD reported positive perceptions of services. However, the rates were in between those of MH consumers and SUD consumers.

Quality of Life Domains

- Five questions assessing consumer perceptions of their quality of life were included as a separate addendum to the consumer survey.
- Satisfaction ratings across quality of life domains ranged from a low of 57.2% for a question about emotional well being, to a high of 67.3% for the social interactions domain.
- Consumers with SUDs continued to report significantly higher rates of satisfaction with their quality of life across all domains than consumers with either MH disorders or MH/SUDs.

Conclusion

- The majority of Virginia's adult consumers receiving MH and SUD services continue to report positive perceptions of the services received through the CSBs on several domains.
- More than 80.0% of consumers reported positive perceptions on the domains of Access, Appropriateness, and General Satisfaction.

Limitations

Several limitations prevent conclusive interpretation of these findings. These are:

- Considerable variability was found in reported survey response rates, ranging from 28.9% to 100% of kept non-emergency appointments for the survey week.
- The results of this survey reflect the perceptions of only those consumers in treatment at the time of the survey and who agreed to complete it. Thus, the survey is open to self-selection biases. It is possible that there are differences between the consumers who completed the survey and those who did not. However, such information was not collected to test for differences.
- Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs.
- The MHSIP measure used for this survey was designed to improve the quality of mental health programs and services, and not necessarily designed for substance use disorder populations. Therefore, caution should be taken when interpreting the results for consumers with SUDs.
- All variables were obtained by self-report, making the findings open to self-report biases.
- Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes are subject to continuous change over time.

Despite these limitations, the survey clearly contributes to a greater understanding of consumer perceptions about publicly funded MH and SUD treatment services. Race/ethnicity and gender differences in perception of CSB services, for example, highlight the need for CSBs to be aware of the implications of such demographic characteristics when providing treatment services.

INTRODUCTION

Purpose of the Survey

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer satisfaction and perceptions of Community Services Boards (CSBs) as a performance measure to be assessed on an annual basis. The DMHMRSAS administered its eighth annual statewide survey of consumer perceptions of CSB services in September 2003. For the fifth consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek.

Interpretation of the Results

- Results of the surveys are given in percentages. This report uses the following guide. Percentage (%) Agree includes those who indicated, “strongly agree” or “agree” as a response. Percentage (%) Disagree includes those who indicate the categories of “disagree” or “strongly disagree” as a response.
- For data analysis, some patient and treatment categories were collapsed into meaningful categories. Race was collapsed into White, African-American and Other. The age categories, duration of treatment and referral source categories were collapsed also.
- Results for the statewide level analysis were adjusted for case mix. This process is described in Appendix E.
- Analysis was done using SPSS 10.0. Chi-square tests and ANOVAs were used as appropriate. Significant differences are those differences that are statistically significant at the $p \leq .05$ level, $p \leq .01$, or $p \leq .001$ level as denoted.

Organization of the Report

This document is divided into four chapters organized by the results of the survey. The four chapters are Statewide, Mental Health, Substance Use Disorders and co-occurring Mental Health and Substance Use Disorders. Each chapter can be used as a stand-alone document and has a corresponding appendix. Appendix E has information pertaining to case mix adjustment and internet resources.

Contact Information for Questions

Statewide
Mental Health
Case Mix Adjustment

- Will Ferris, OMH
(804) 371-0363
wferriss@dmhmrsas.state.va.us

Substance Use Disorders
Mental Health/Substance Use Disorders

- Michelle White, OSAS
Research and Evaluation
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mwhite@dmhmrsas.state.va.us

METHODOLOGY

Measure

Consumers were surveyed by means of a questionnaire distributed by administrative staff at the Community Service Boards (CSBs). The questionnaire (Table A-3, Appendix A) used for this project was the 23-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. The MHSIP Consumer Survey was designed to measure consumer perceptions of community-based services on several dimensions, including access to services, appropriateness, quality of services, and consumer perceptions of positive change (outcomes) as a result of services. Five questions assessing consumer perceptions of their general quality of life, emotional well-being, quality of social interactions, quality of family interactions, and satisfaction with work or school were added to the survey. Respondents were also asked to self-identify the reason they were receiving services: mental health (MH), substance use disorder (SUD), co-occurring mental health and substance use disorder (MH/SUD). The following demographic information was also collected: race, gender, ethnicity, age, length of time receiving services and referral source. CSBs were asked to provide a report of the number of kept non-emergency appointments for adult mental health and substance use disorder consumers during the survey week to calculate survey response rates.

Administration of the Survey

Thirty-nine CSBs distributed the Consumer Survey to adult consumers of mental health and substance use disorder outpatient and case management services during a week in September 2003, and one CSB distributed the survey in December. A Spanish version of the survey was provided as needed. Completion of the surveys was voluntary and confidential. The CSBs returned the completed surveys to Old Dominion University (ODU) for processing and analysis. DMHMRSAS contracted with ODU to revise the survey (minimal changes from the previous year), provide the survey to and receive the surveys from CSBs via mail, and to process the completed data. The Office of Mental Health (OMH) and the Office of Substance Abuse Services (OSAS) were responsible for data analyses and reporting. See Table A-1 in Appendix A. A total of 7,108 surveys were completed representing 57% of the consumers receiving treatment in CSBs during the week of the survey.

Domain Definitions

Consumers responded to the 23 items of the Mental Health Statistics Improvement Program's (MSHIP) *Consumer-Oriented Mental Health Report Card* on a 5-point scale such that "1" represented strong agreement, "5" represented strong disagreement, and "3" indicated a neutral response. A copy of the survey instrument is in Appendix A, Table A-3.

Note: Data for figures found in this section are located in Appendix A.

- The **General Satisfaction** domain is comprised by Items 1-3; at least two of the items had to be completed by the consumer for the subscale to be calculated.
- The **Access** domain consists of Items 4-7; a minimum of two items had to be completed by the consumer to calculate this subscale.
- The **Appropriateness** domain (Items 9, 11-13, 15 and 16) required at least three items to be completed by the consumer for the subscale to be calculated.
- Finally, the **Outcome** domain (Items 17-23) required at least four items to be completed by the consumer for the subscale to be calculated.

Consumer Quality of Life

- Five questions were added to the MSHIP Consumer Survey to assess consumer perceptions of their quality of life (QOL).
- The self-report items were derived from Lehman's *Quality of Life (QOL) Interview* (1988).
- These items measure several domains: general quality of life, emotional well-being, quality of social and family interactions, and satisfaction with work and/or school.

These items used a 7-point Likert scale with values ranging from 1 (Terrible) to 4 (Mixed) to 7 (Delighted). Scores above 4 were considered indicative of satisfaction with a given life domain.

Sample

The questionnaire was administered to adults who presented for mental health and substance use disorder outpatient and case management services during a five-workday period at each CSB. Specifically excluded from the survey were:

- Individuals receiving only emergency, jail-based, detoxification, prevention, residential, psychosocial, or inpatient services;
- Individuals presenting for their first appointment for the treatment episode.

The questionnaire was administered to all eligible consumers throughout each day, including evening hours, if applicable. CSBs were asked to make available a non-program staff person (e.g., a prevention, reimbursement, or clerical staff person or volunteer) to assist in the process and ensure that all consumers targeted for the survey received a copy of the questionnaire, and to provide assistance to consumers. Consumers were given the choice of completing the questionnaire on their own, or having someone administer the questionnaire to them. Consumers were instructed to leave the completed survey in a box designated for the collection of surveys. This assured the anonymity of the respondents.

Analyses

Response Rates and Valid Cases

- All forty CSBs participated in the survey. CSBs were required to provide the total number of scheduled and kept appointments over the 5-day survey period for consumers meeting the inclusion criteria to calculate response rates.
- While response rates varied considerably among CSBs, from a low of 28.9% to a high of 100%, 57% of eligible consumers completed the surveys across all CSBs. Fourteen CSBs reported response rates under 50%, while 13 CSBs reported response rates of 75% or higher.
- The higher the response rate, the more likely that the sample obtained by the CSB in question is representative of consumers served by the CSB. Response rate data by CSB overall and by disability area are presented in Figures 1 and 2 on pages 10 and 11. Refer to Tables A-1 and A-2 in Appendix A.
- The statewide response rate decreased from 69.1% last year, while the actual number of surveys decreased from 7,195 in 2002 to 7,108 surveys in 2003, of which 7,083 had at least one valid response and 7,034 were complete.
- Surveys were counted as “completed” if at least one of the four domain subscales could be calculated. In order for each subscale to be calculated, a minimum number of items had to have been completed by the consumer.
- For the Access and General Satisfaction scales, a minimum of two items were needed; for Appropriateness and Outcome scales to be calculated, three and four completed items were required, respectively.

Figure 1: Overall Response Rate by CSB

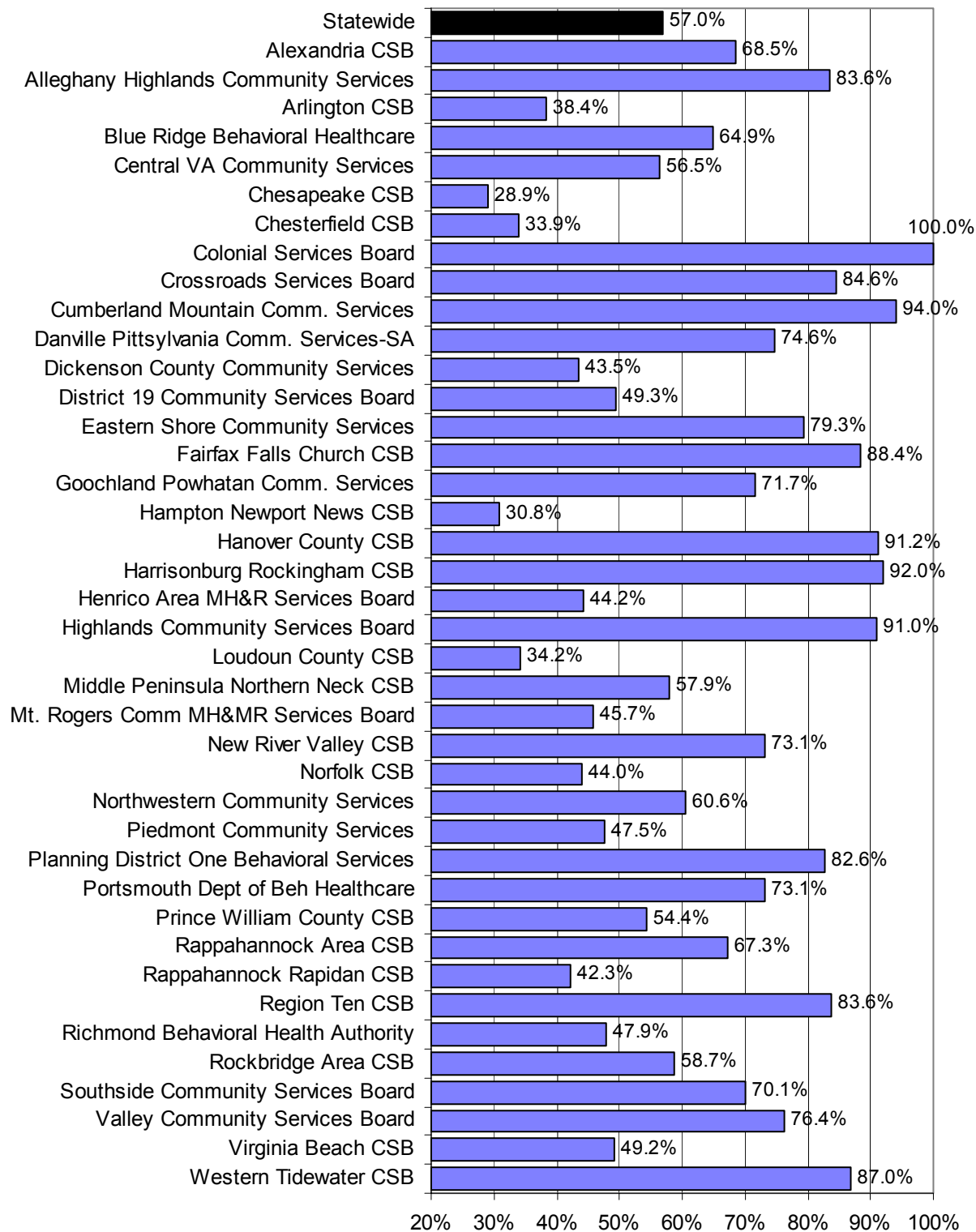
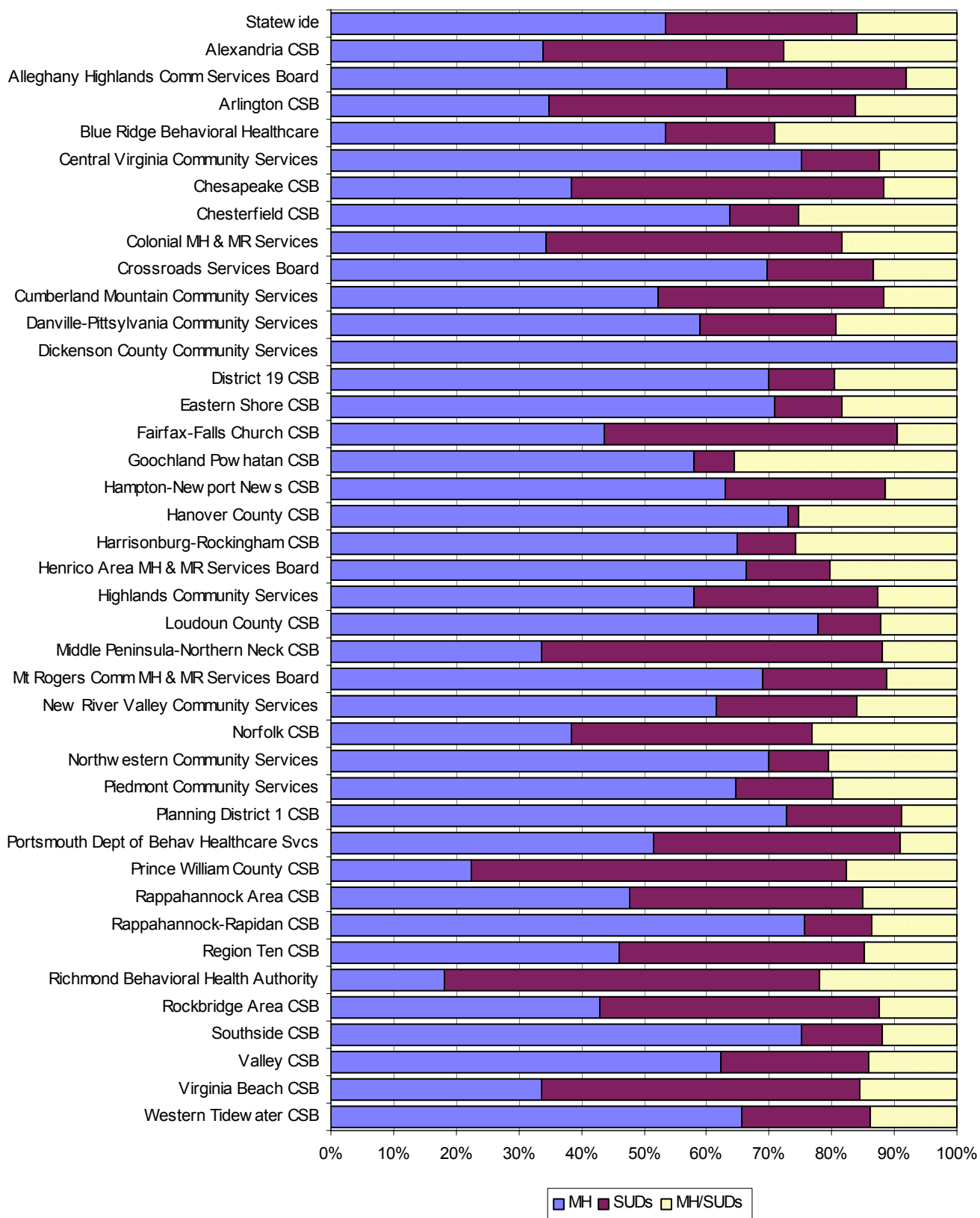


Figure 2: Response Rate by Service Area per CSB



Representativeness of Sample

A comparison of demographic characteristics of the survey sample with persons served by CSBs in FY 2003 revealed that the statewide survey sample is representative of consumers who were served by CSBs. The percentage of each demographic variable for the survey sample is within 5% of the percentages of consumers served by the CSBs as reported in FY 2003.

CSB-Level Analyses

- There is great variability among CSBs with respect to demographic and treatment variables. In order to provide an unbiased comparison across Virginia's 40 CSBs, case mix adjustment was used for CSB-level analyses.
- Case mix adjustment is a statistical procedure that reduces biases that might result from differences in the demographic and treatment characteristics of the consumers served at different CSBs.
- Results for each of the four indicator domains (Access, Outcomes, Appropriateness and General Satisfaction) were statistically adjusted to account for differences in the demographic and treatment characteristics ("case mix") of the different CSBs.
- The client characteristics that were used in the analyses included age, gender, race/ethnicity, self-reported problem area (disability type), duration of treatment, and referral source. Variables that were statistically related to both satisfaction with services on the different domains and to differences among CSB caseloads were identified as likely variables to be included in the case mix adjustment.
- Because of the limited number of consumers surveyed at some of the smaller CSBs, not all variables related to the outcomes of interest were included in the actual case mix adjustment.
- Since the data reduction process was somewhat complex, a detailed description of the same is included in Appendix E.
- Only data at the statewide level were case mix adjusted. The results for the service areas were not case mix adjusted.

CHAPTER 1: STATEWIDE CONSUMER SURVEY RESPONSES

Because this survey instrument was designed to gather satisfaction data primarily for the improvement of the quality of mental health programs and services, demographic and treatment characteristics are tabulated by service area as well as overall totals and are shown together in this section for ease of comparison. See individual Service Area chapters for further detail on levels of satisfaction with services.

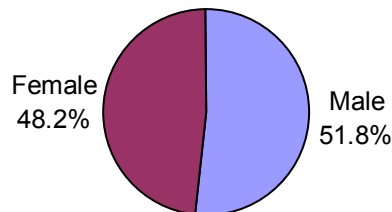
Demographics of Statewide Sample

A total of 7,083 consumers returned surveys with at least one valid response, of which 7,034 were complete on one or more domains.

Gender

- Slightly more than half the survey sample was male.

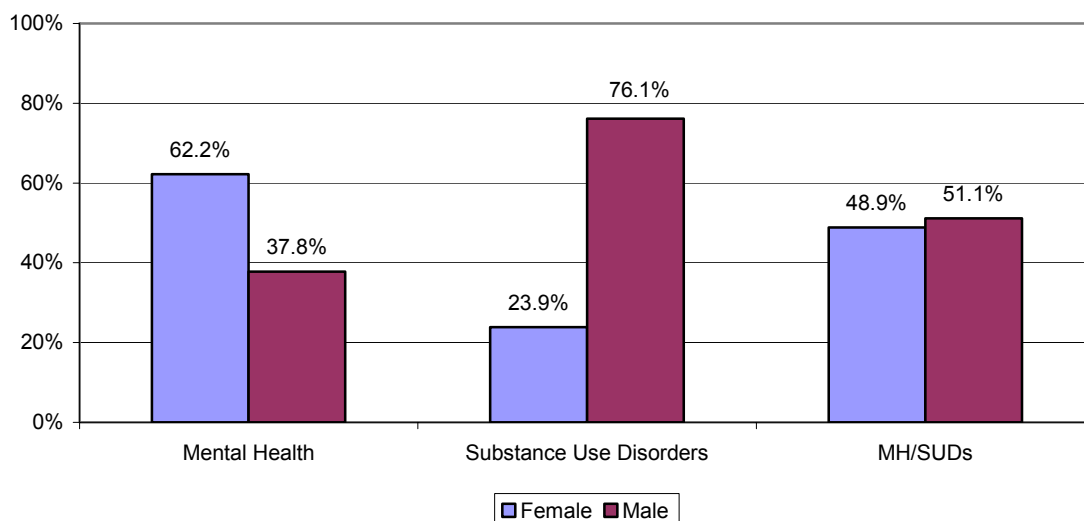
Figure 3: Sample by Gender



Service Area by Gender

- About 62% of MH consumers were female while 24% of SUD consumers were female.
- Almost 50% of the consumers receiving services for MH/SUDs were female.

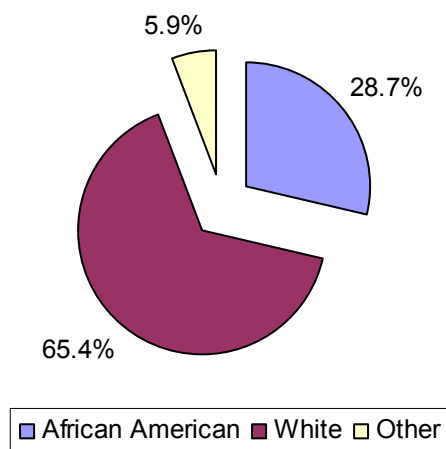
Figure 4: Service Area by Gender



Race

- About 29% of the consumers identified themselves as African-American, while 65% identified themselves as White.

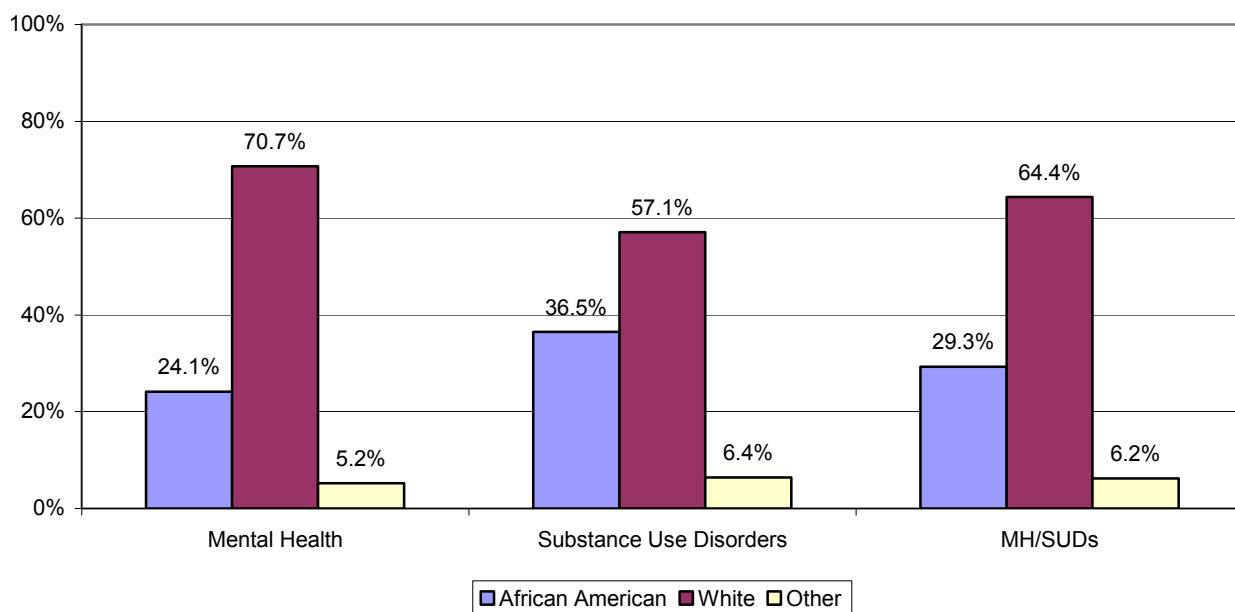
Figure 5: Sample by Race



Service Area by Race

- Significantly more SUD and MH/SUD consumers identified themselves as non-white than MH consumers.

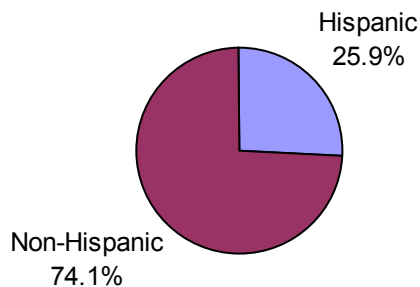
Figure 6: Service Area by Race



Hispanic Origin

- Hispanic ethnicity was added as a new demographic indicator in the 2003 survey. This question had a low response rate of 24.1%.
- Of those who responded to the question regarding Hispanic ethnicity, 74.1% reported that they were non-Hispanic.

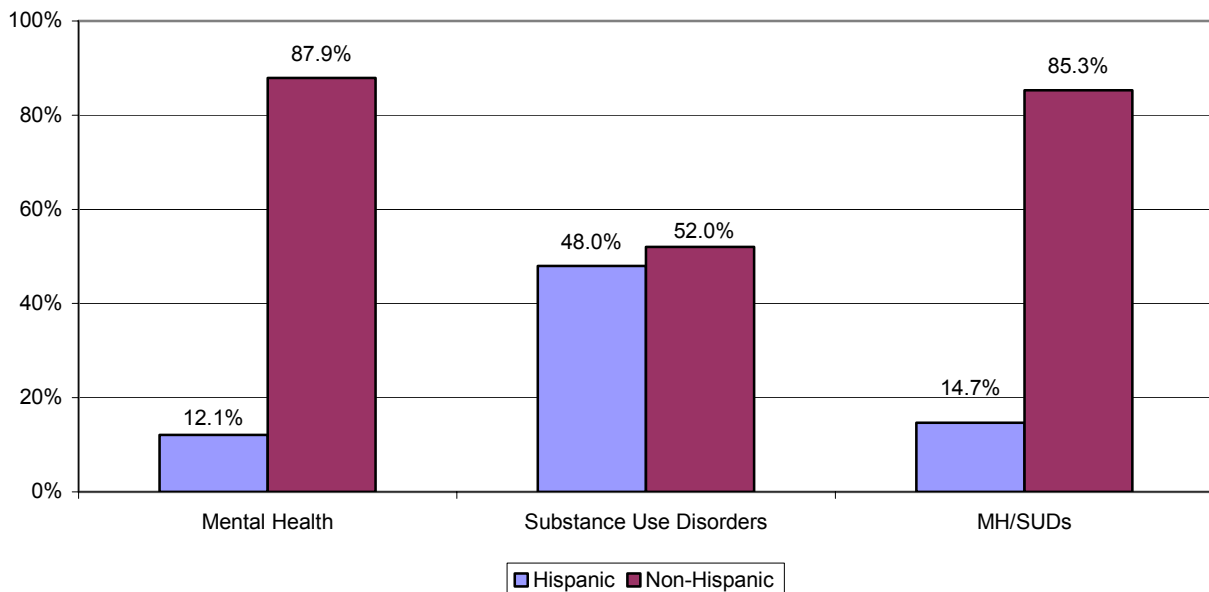
Figure 7: Sample by Ethnicity



Service Area by Hispanic Origin

- Of those who responded to the question regarding Hispanic ethnicity, only 12% of the MH consumers indicated that they are of Hispanic origin.
- Forty-eight percent of SUD consumers who responded to the question indicated that they are of Hispanic origin.

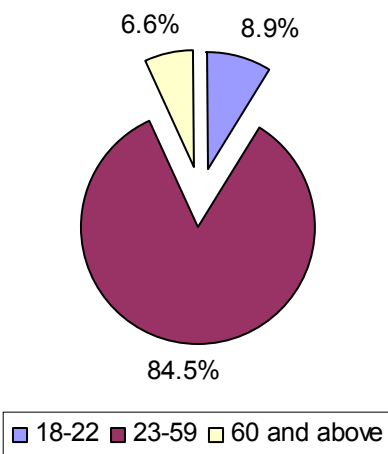
Figure 8: Service Area by Ethnicity



Age

- Consumers had to be 18 years of age or older to be eligible to complete the survey.
- The majority of the respondents were between 23 and 59 years of age (84.5%).

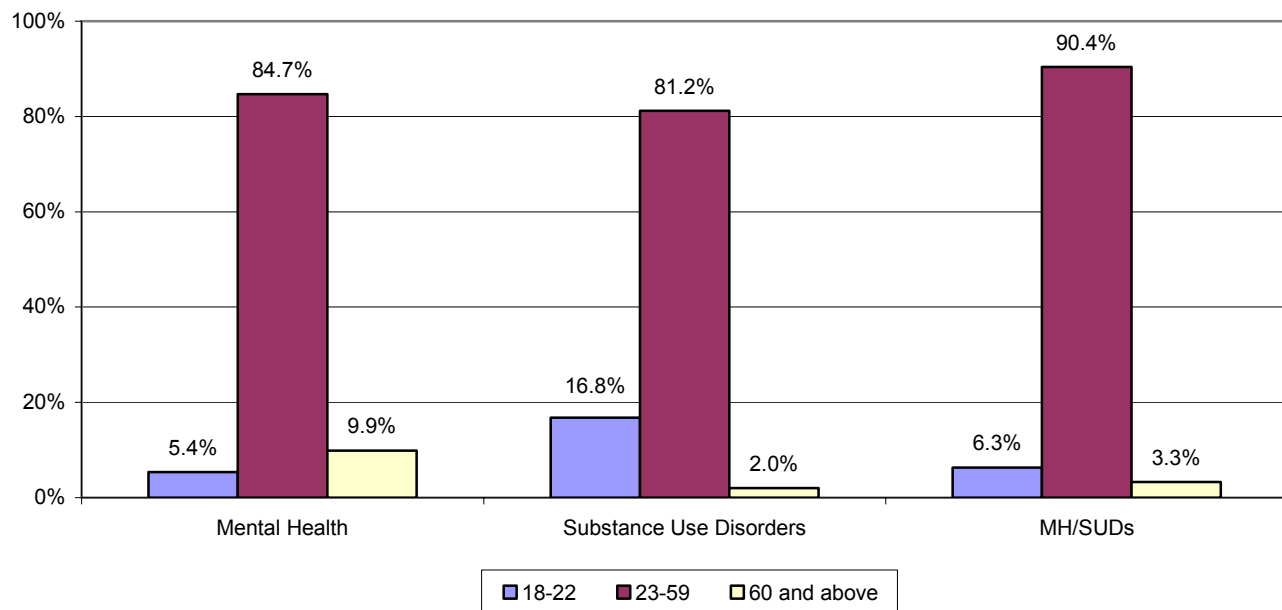
Figure 9: Sample by Age



Service Area by Age

- About 5% of MH consumers and 6% of MH/SUD consumers were 18-22 years of age, while 16.8% of SUD consumers were 18-22.
- Ten percent of MH consumers were 60 years of age or older, while only 2% of SUD consumers and 3% of MH/SUD consumers were 60 or older.

Figure 10: Service Area by Age

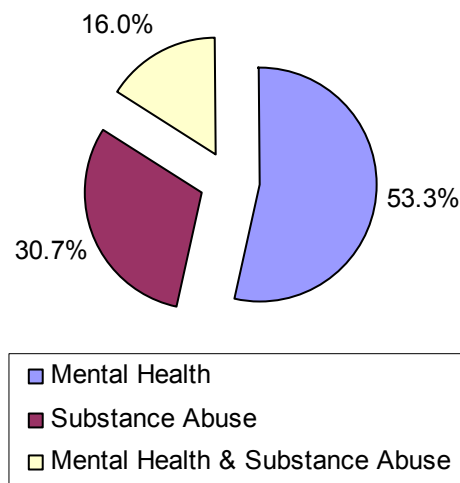


Treatment Characteristics

Self-identified Reason for Seeking Services

- A little over half of the consumers reported that they were receiving services from CSBs for treatment of MH disorders.
- Approximately 31% reported seeking services for SUDs.
- Sixteen percent reported seeking services for MH/SUDs.
- The percentage of consumers receiving treatment services for MH/SUDs was similar to that of the previous year.

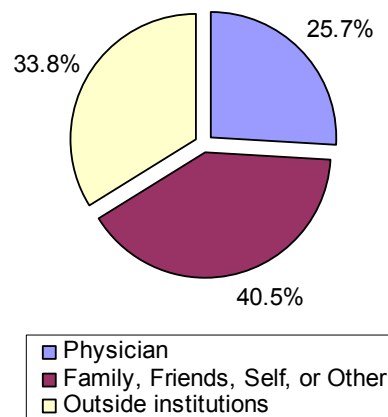
Figure 11: Self-Identified Reason for Services



Referral Source

- About 40% of respondents reported being referred for treatment services by friends/family, self, or other source.
- About one third were referred by outside agencies or institutions such as courts, police, social services, or employee assistance programs.
- Approximately 26% of respondents reported their referral source as a physician or a hospital.

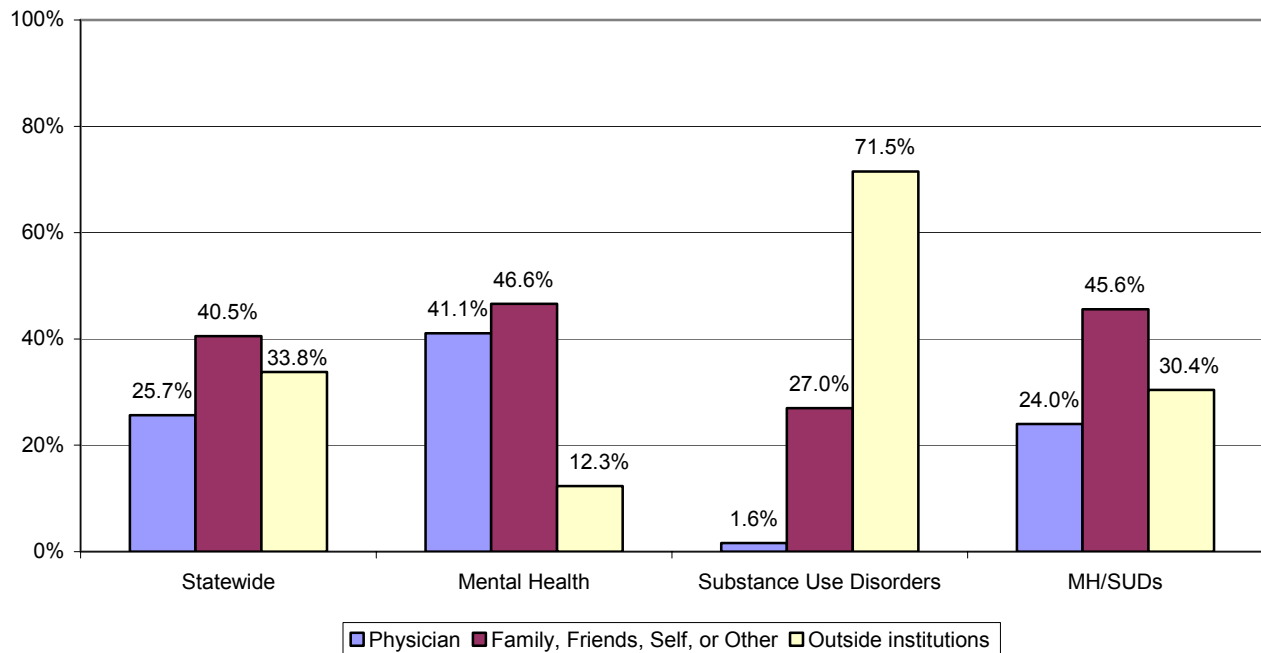
Figure 12: Referral Source



Service Area by Referral Source

- The SUD consumers were most likely to be referred by outside agencies (71.5%).
- The MH/SUD consumers were most likely to be referred by friends/family, self, or other source (45.6%).
- Among MH consumers, the most common source of referral was physician/hospital (41.1%).

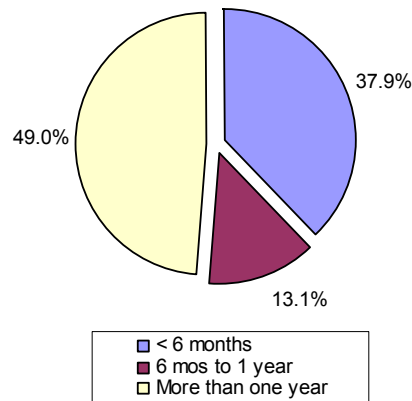
Figure 13: Service Area by Referral Source



Duration of Treatment

- About 38% of consumers reported receiving services for less than 6 months at the time of the survey.
- Thirteen percent of consumers had received services for 6 to 11 months.
- Almost half of consumers reported they had been in treatment for one year or more.

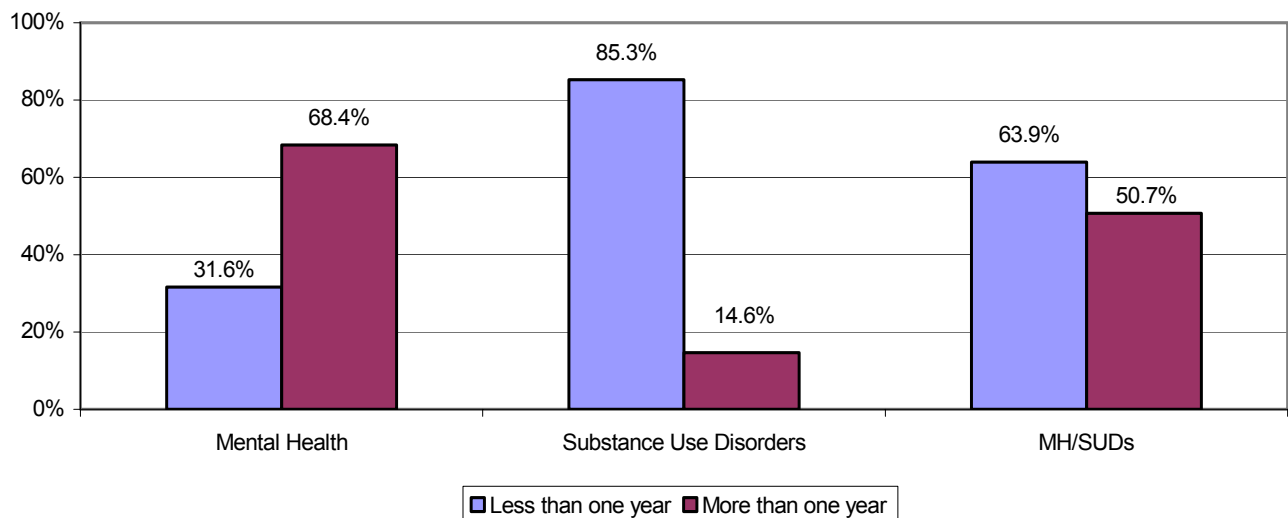
Figure 14: Duration of Treatment



Service Area by Duration of Treatment

- More than 68% of consumers in the MH group reported being in treatment for one year or more.
- A little more than half of the MH/SUD consumers were in treatment for a year or more.
- Approximately 15% of SUD consumers were in treatment for a year or more.

Figure 15: Service Area by Duration of Treatment



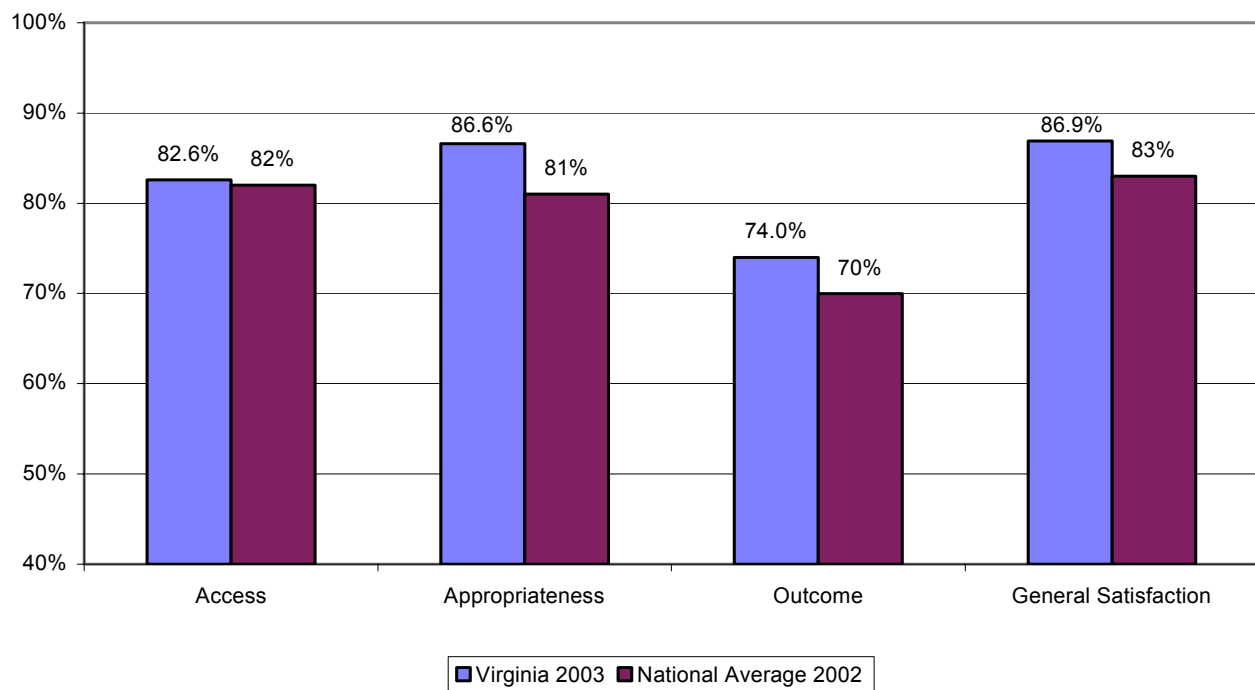
SATISFACTION WITH SERVICES

Satisfaction On All Domains

When compared to the latest national survey results (National Association of State Mental Health Program Directors/ NASMHPD Research Institute, 2002) available, Virginia consumers report higher levels of satisfaction on all domains.

- Overall, 86.9% of adult consumers reported a positive perception with regard to the general satisfaction domain.
- About 83% reported a positive perception on the access domain.
- Almost 87% reported a positive perception on the appropriateness domain.
- Seventy-four percent reported a positive perception on the outcome domain.

Figure 16: Comparison of Virginia & National Survey Results by Domain



General Satisfaction Domain

- Almost 88% percent agreed with the statement “I like the services that I receive”.
- About 81% agreed with the statement “If I had other choices, I would still get services from this agency”.
- Eighty-eight percent reported that they would recommend this agency to a friend or family member.

Access Domain

- About 84% agreed that the location of services is convenient.
- Eighty-seven percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 80% agreed with the statement “Staff returns my calls within 24 hours.”
- About 85% agreed that services were available at times that were good for them.

Appropriateness Domain

- A little over 87% agreed with the statement “Staff here believe that I can grow, change, and recover.”
- Almost 89% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- About 82% reported that staff is sensitive to their cultural background.
- Almost 80% reported agreement that staff tells them what medication side effects to watch for.

Outcome Domain

- Seventy-eight percent agreed with the statement “I am better able to control my life”.
- Almost 80% agreed with the statement “I deal more effectively with daily problems”.
- About 70% reported that they did better at work or school.
- A little over 68% reported that they did better in social settings.

Other Survey Items (not included in a domain or Total Satisfaction scoring)

- About 89% reported that they felt comfortable asking questions about their treatment and medication.
- Almost 84% agreed with the statement “I am able to get all the services I think I need.”
- Almost 74% agreed with the statement “I, not staff, decide my treatment goals.”

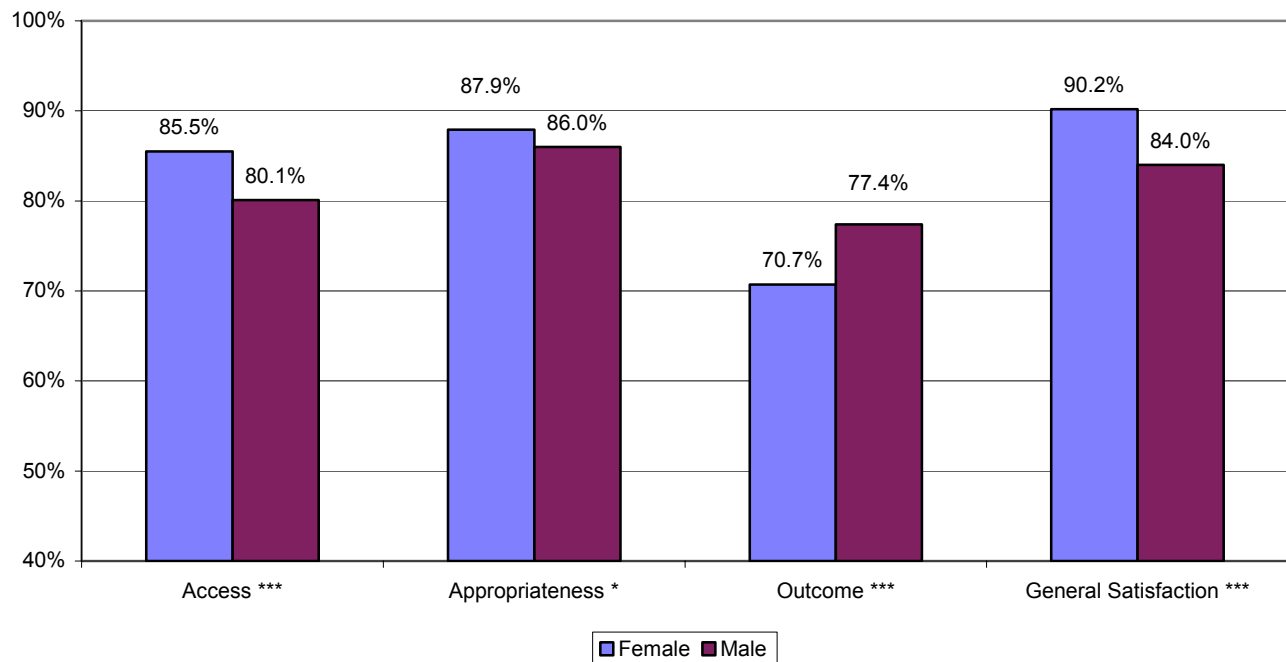
DIFFERENCES BETWEEN GROUPS

Did Satisfaction Differ by Gender?

On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts.

On the Outcome domain, men reported significantly higher positive perceptions than women. Some of the apparent differences between men and women disappear when one takes into account the fact that more men identify themselves as consumers of SUD services, while more women seek services for MH disorders.

Figure 17: Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

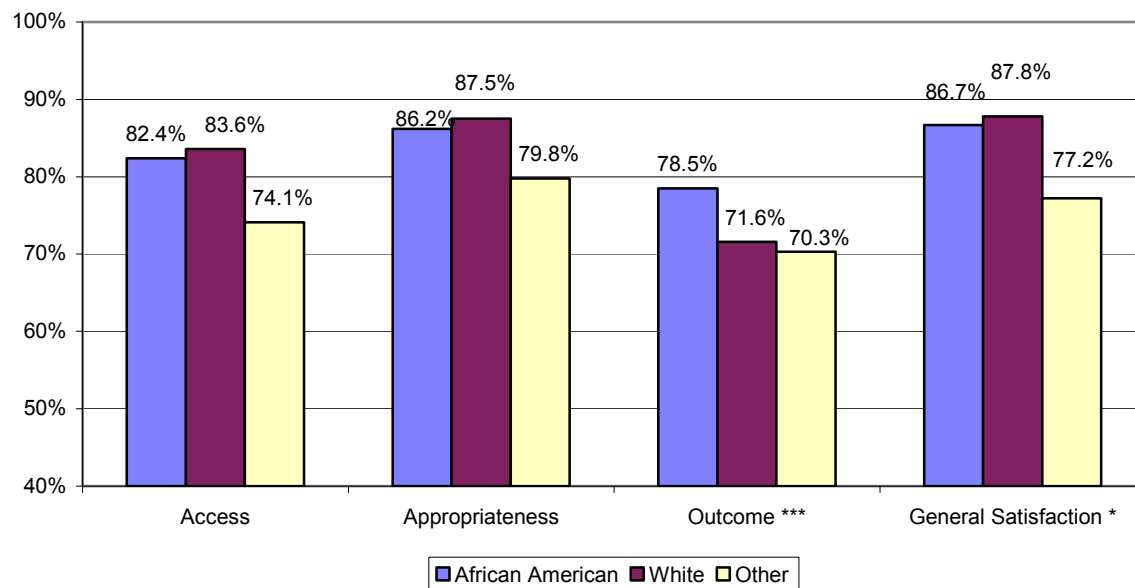
African Americans were more likely to report a positive perception on the Outcome domain than Whites. Both African Americans and Whites were significantly more likely to report a positive perception in the General Satisfaction domain than consumers in the “Other” category of race/ethnic origin. See Figure 18 on next page.

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

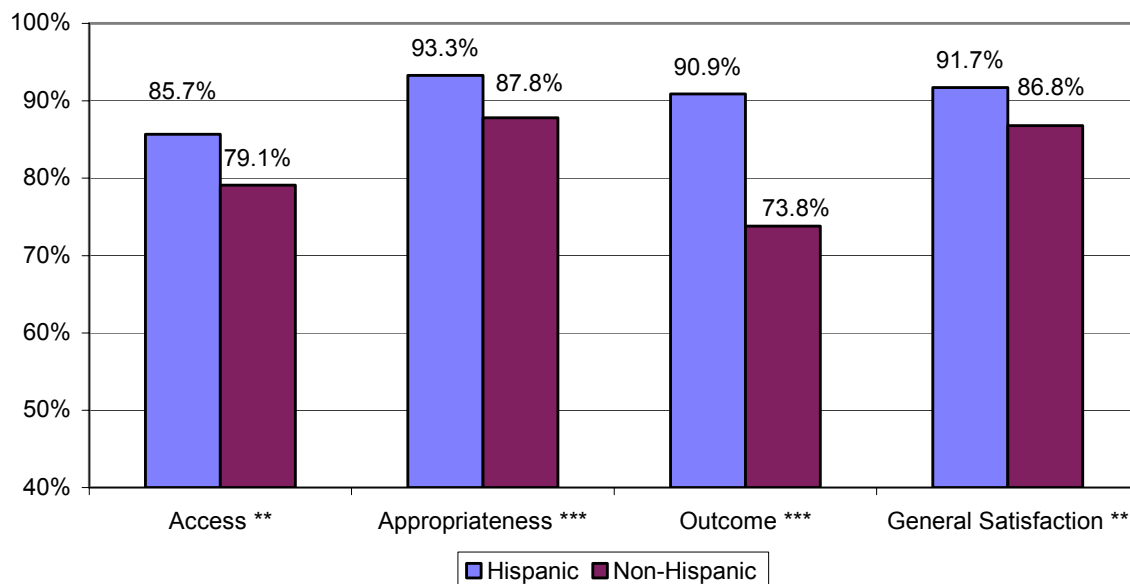
Figure 18: Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Hispanics were significantly more likely to report positive perceptions on all domains than non-Hispanics. Consideration of the low response rate (24%) to this question should be given when interpreting this finding.

Figure 19: Consumer Satisfaction by Ethnicity

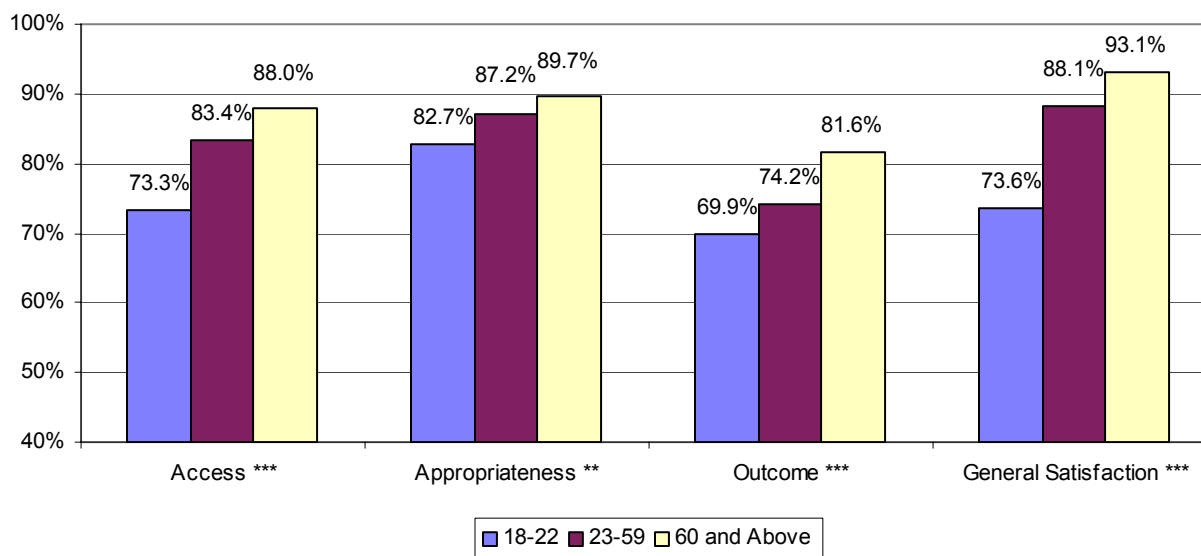


*Differences between groups were significant at the $p \leq .05$ level
 **Differences between groups were significant at the $p \leq .01$ level
 ***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by the Age Group of the Consumer?

The oldest age group was significantly more likely to report positive perceptions on all domains than younger age groups. These findings are consistent with the results from the 2002 Consumer Survey, suggesting that they are fairly stable.

Figure 20: Consumer Satisfaction by Age Group



Did Satisfaction Differ by Length of Treatment?

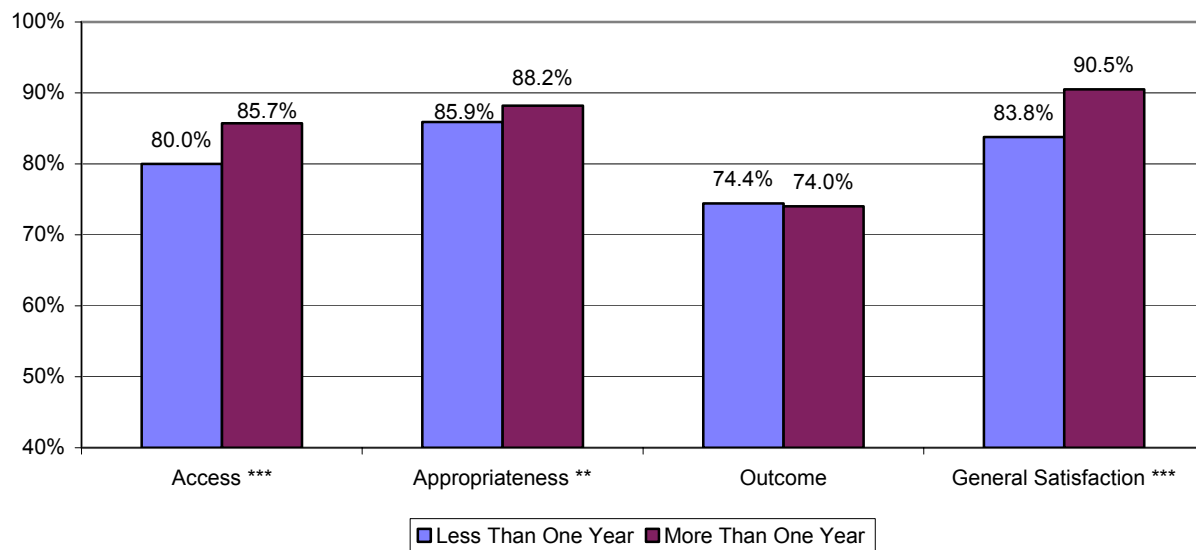
In general, consumers who received services for twelve months or more reported significantly more positive perceptions than consumers who received services for eleven months or less. The exception was Outcome, which was slightly higher for the group receiving services for less than twelve months. See Figure 21 on next page.

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

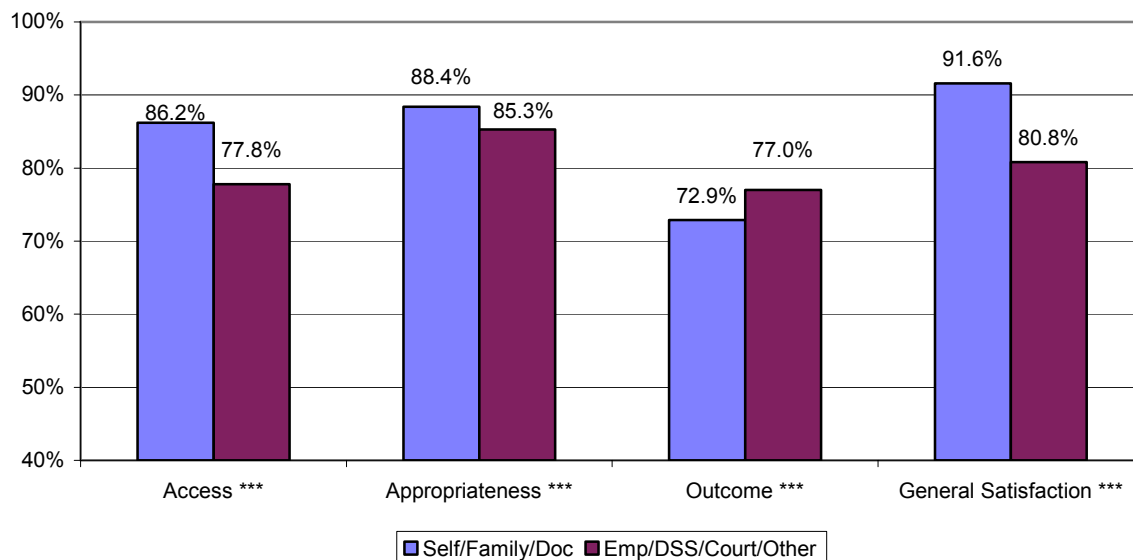
Figure 21: Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who were referred for treatment by self, family, or physician were more likely to express positive perceptions with regard to Access, Appropriateness, and General Satisfaction. Consumers referred by outside agencies reported better Outcomes than consumers who were referred by family, friends, or physicians.

Figure 22: Consumer Satisfaction by Referral Source

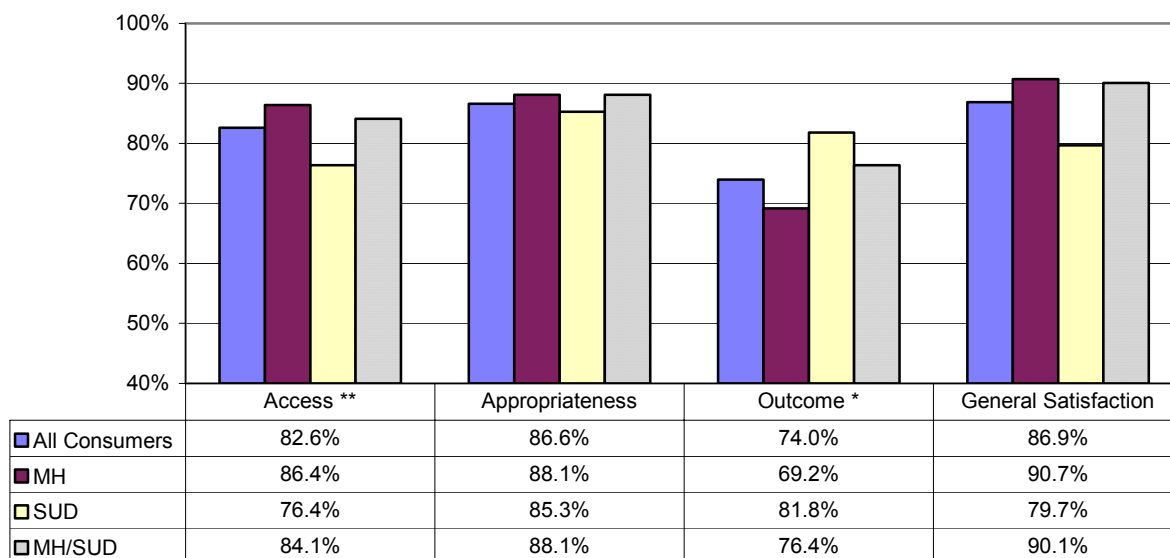


*Differences between groups were significant at the $p \leq .05$ level
 **Differences between groups were significant at the $p \leq .01$ level
 ***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Service Area?

The SUD consumers were more likely to report positive perceptions on the Outcome domain than any other group. The MH consumers reported higher perceptions on the Access domain.

Figure 23: Consumer Satisfaction by Service Area



Trends Over Time

The DMHMRSAS and CSBs have surveyed CSB consumers annually for the past eight years. However, only for the past five years have identical versions of the survey (except for the addition of a demographic indicator for Hispanic self-identification in 2003) and identical methods for the calculation of indicators been utilized. Therefore, only data from the years 1999 through 2003 will be compared.

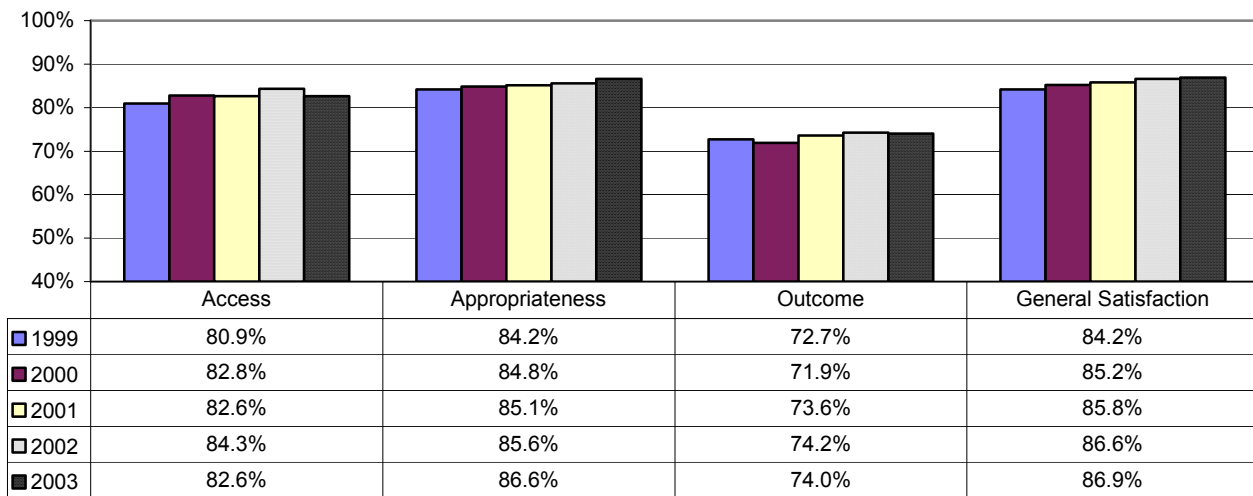
- Consumer perceptions of services have remained positive across years, with the pattern of scores remaining consistent.
- In all five years, the highest ratings given by consumers are on the General Satisfaction, Appropriateness and Access domains and the lowest are on the Outcome domain.
- Access scores for 2003 remained slightly lower than either General Satisfaction or Appropriateness scores.
- There was a slight decrease in the percentage of consumers reporting positive perceptions on the Access scales in the 2003 results.
- See Figure 24 on next page.

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Figure 24: Trends Over Time Across Domains



CSB Level Consumer Perception

In the following section, individual CSB ratings for the four indicator domains are presented. Since each CSB has different demographic and treatment characteristics (“case mix”), the CSB-level data in all figures have been statistically adjusted to account for these differences. The average CSB satisfaction percent for each domain is included for reference. Details on the case mix adjustment can be found in Appendix E.

Figure 25: Consumer Satisfaction by CSB - General Satisfaction Domain

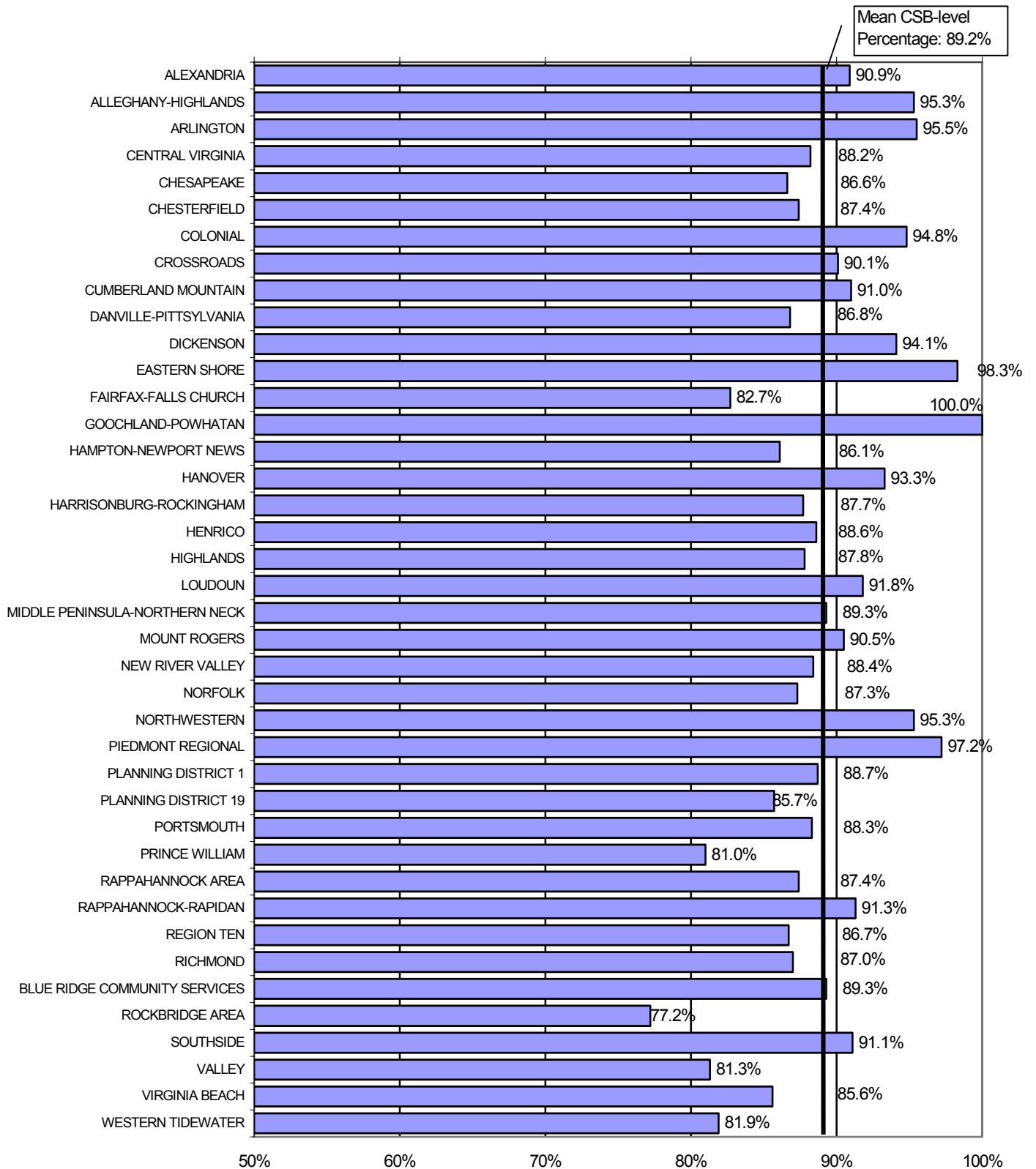


Figure 26: Consumer Satisfaction by CSB - Access Domain

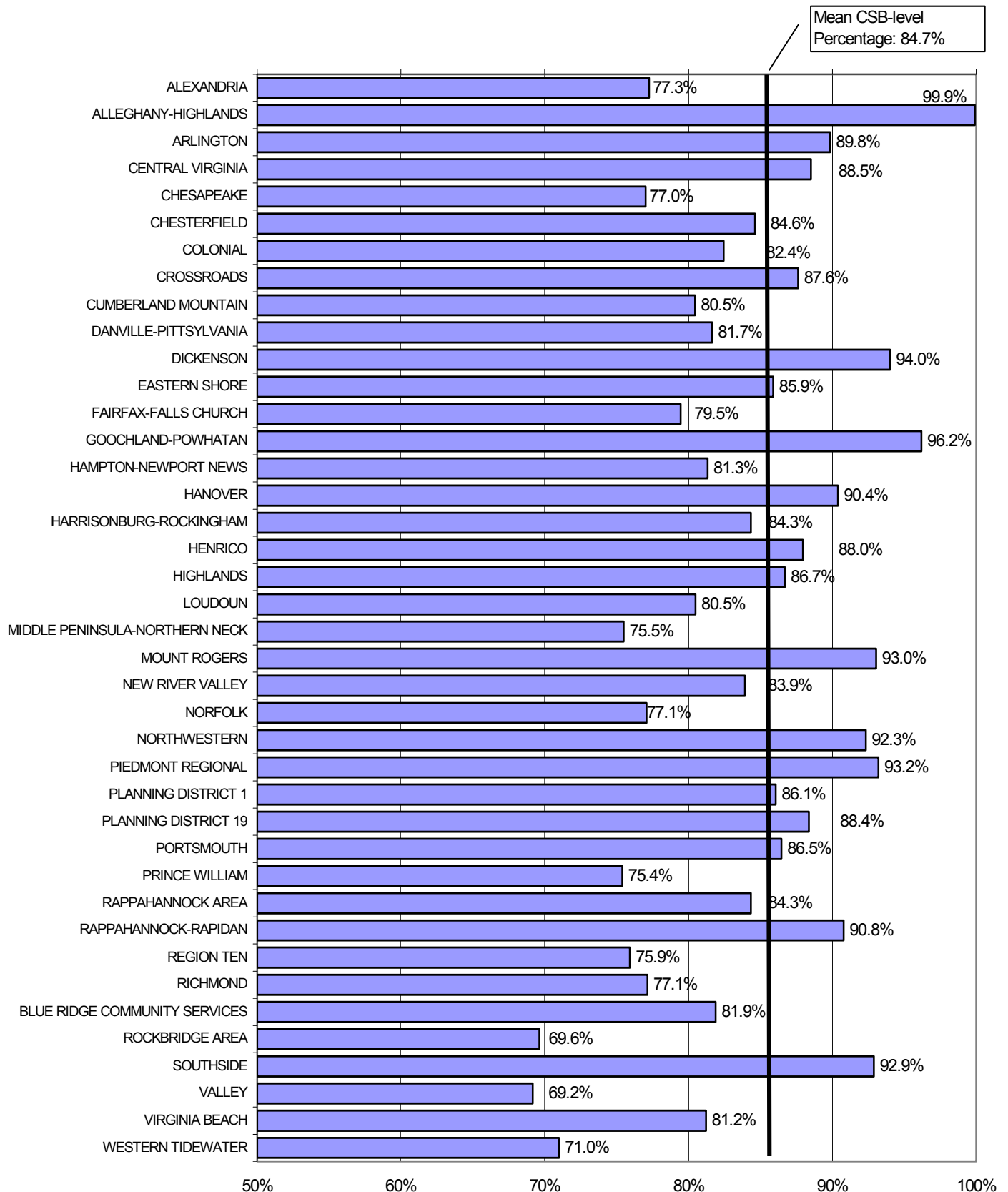


Figure 27: Consumer Satisfaction by CSB - Appropriateness Domain

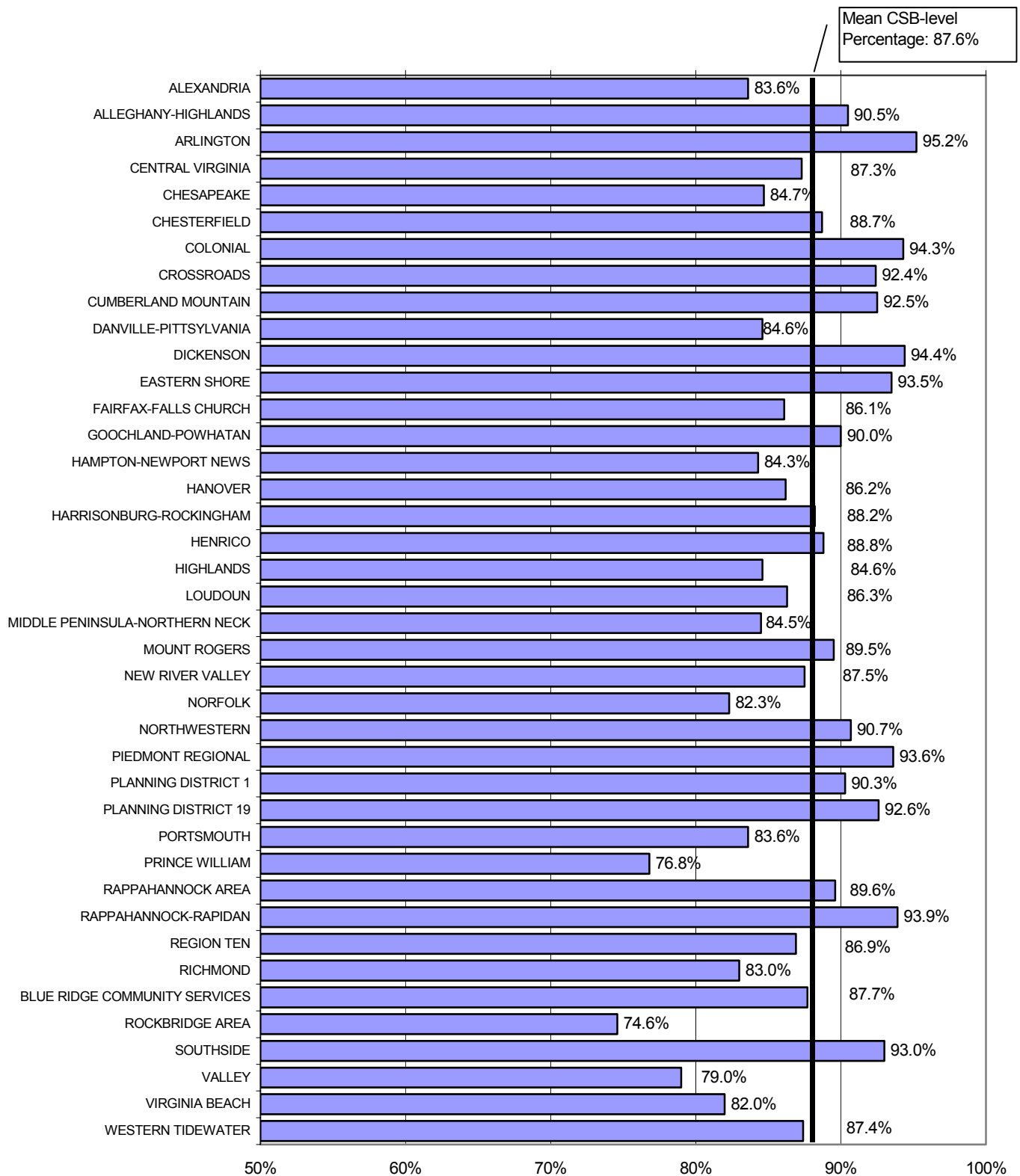
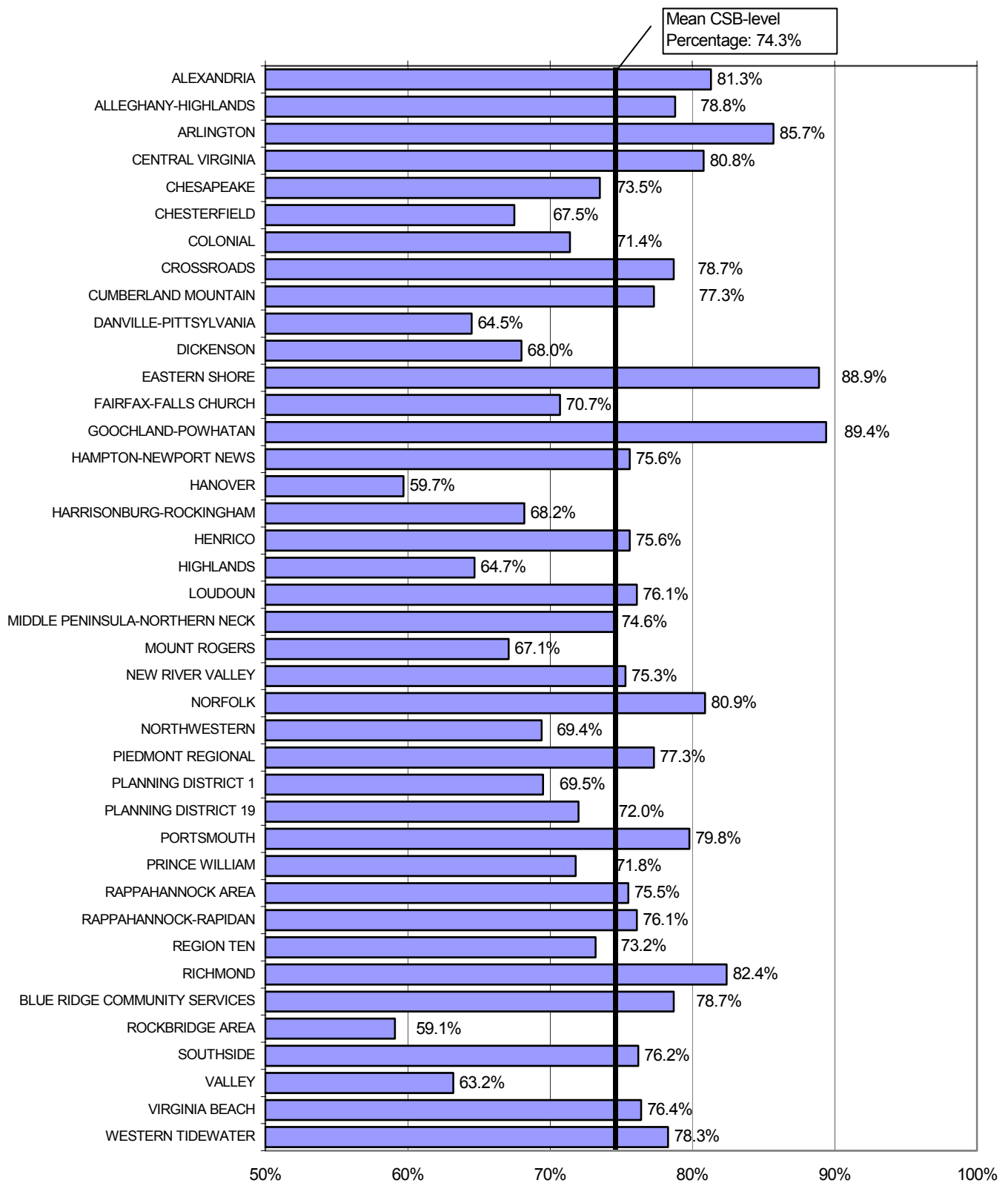


Figure 28: Consumer Satisfaction by CSB - Outcome Domain



Consumer Quality of Life Trends

Satisfaction ratings across life domains for 2003 ranged from a low of 57.2% (emotional well being), to a high of 67.3% (social interactions). Differences were found in the percentage of consumers in different service areas reporting satisfaction with their quality of life. Consumers with MH disorders and MH/SUDs continued to report significantly lower rates of satisfaction with their Quality of Life across all domains than consumers with SUD alone.

Figure 29: Consumer Quality of Life in General Trend (1999-2003)

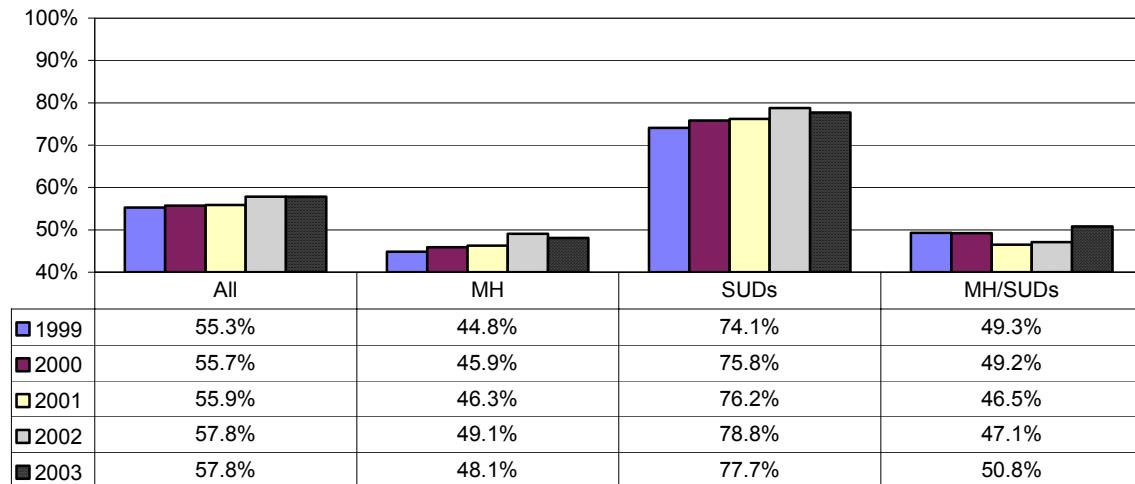
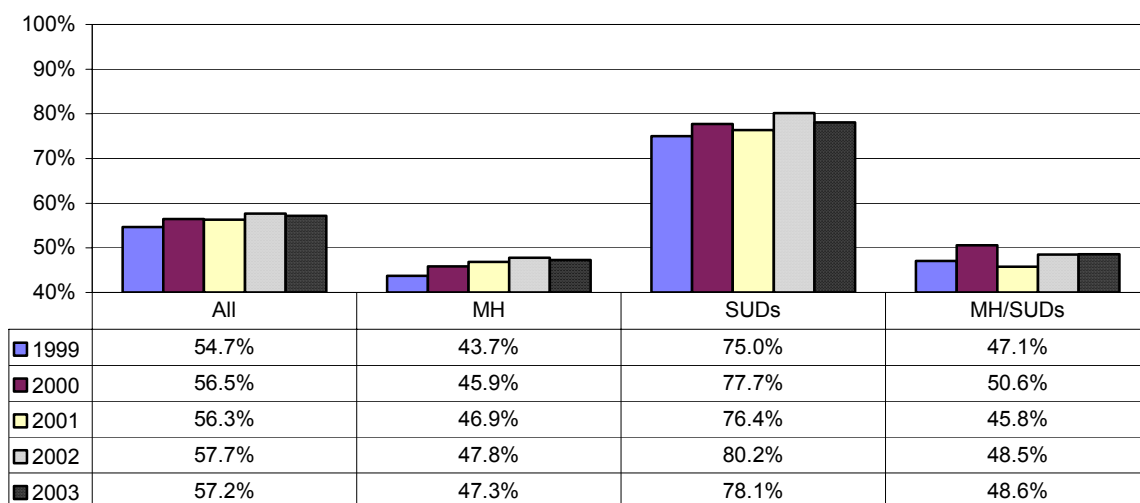


Figure 30: Consumer Quality of Life - Emotional Trend (1999-2003)



Note: Figures for 2002 have been revised from the report issued last year, to include surveys translated from Spanish.

Figure 31: Consumer Quality of Life - Social Trend (1999-2003)

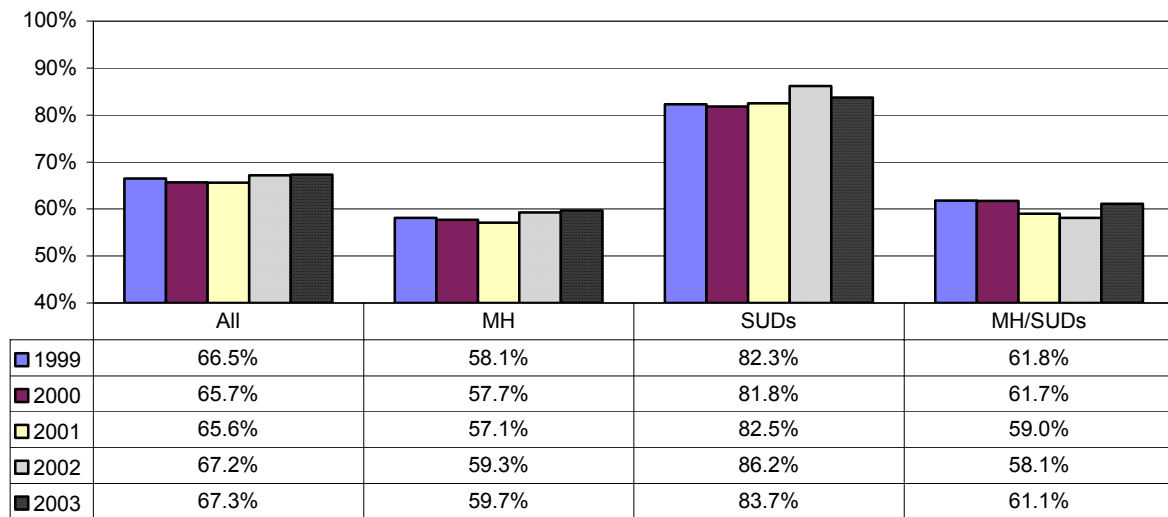


Figure 32: Consumer Quality of Life - Family Interactions Trend (1999-2003)

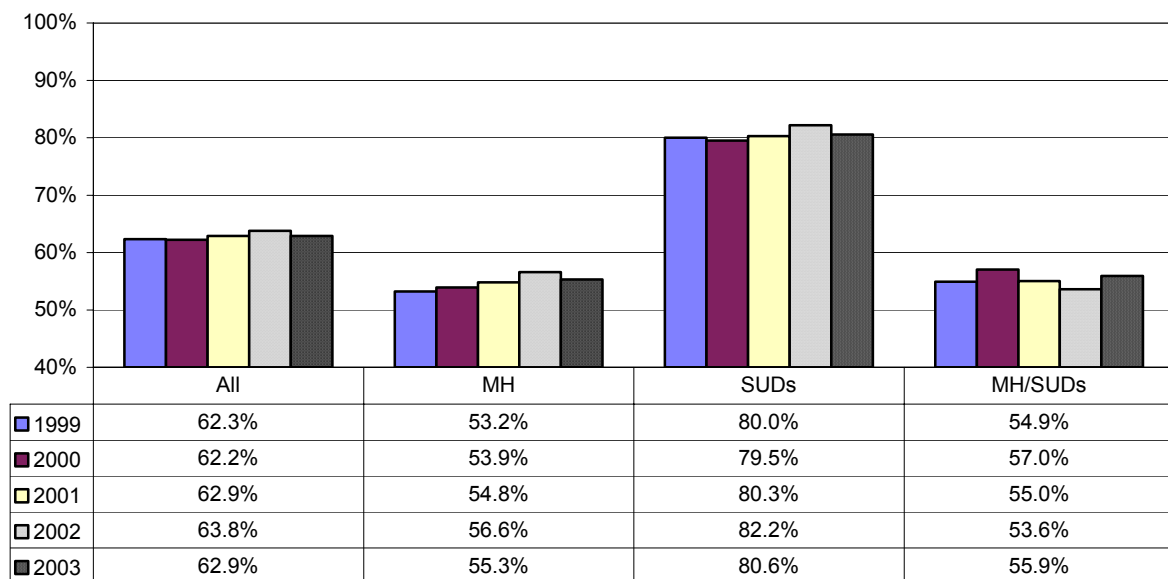
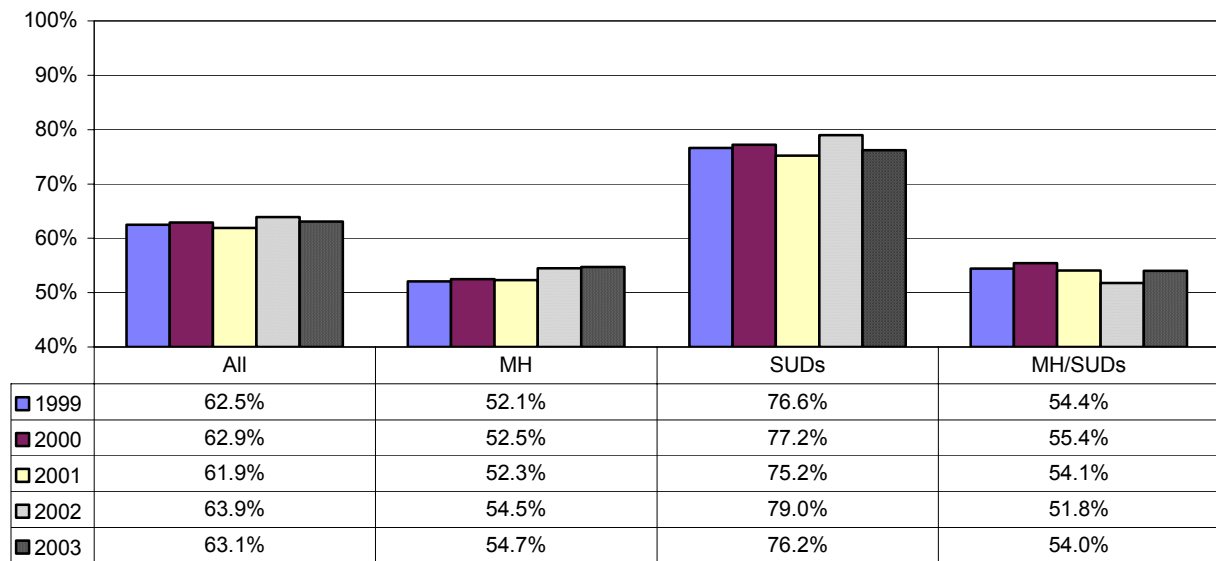


Figure 33: Consumer Quality of Life - Work/School Trend (1999-2003)



Summary

In conclusion, the majority of Virginia's adult mental health and substance use disorder consumers continue to report positive perceptions of the services received through the CSBs on several domains. More than 80% of consumers reported positive perceptions on the domains of Access, Appropriateness, and General Satisfaction. Rates of positive responses on the Outcome domain were significantly lower than the other domains. These findings are consistent with results from the previous years. While small improvements in rates of positive perceptions were noted in the domains of Appropriateness, Outcome, and General Satisfaction, a decrease in the rate of positive perceptions in the Access domain was observed, back to the level consistent with years prior to 2002.

Of the consumers surveyed, 51.8% were male, 65.4% identified themselves as White, 28.8% were African-American, and approximately 84.5% were between 23 and 59 years of age. Nearly one third of the respondents were referred for treatment services by institutions/agencies outside the healthcare system, such as the criminal justice system, departments of social services, or employee assistance programs.

A dose-response effect was observed between age and the four outcome domains. The oldest age group was significantly more likely to report positive perceptions on all domains than the younger age groups. These findings are consistent with the results from the 2002 Consumer Survey, suggesting that they are fairly stable. Gender appeared to be significantly related to results on all survey domains. Women were significantly more likely to report positive perceptions on all domains than men, with the exception of Outcome.

Race and ethnicity were related to perceptions on all domains. African Americans were more likely to have positive perceptions related to treatment outcome than White or "Other" groups. Persons in the "Other" race/ethnic group were less likely to have a positive perception than White or African American consumers on all scales. Persons identifying themselves as Hispanic were significantly more likely to report positive perceptions on all domains than non-Hispanics.

Length of time in treatment was related to treatment outcomes. Consumers who remained in treatment for one year or longer were more likely to report positive perceptions on the Access, Appropriateness, and General Satisfaction domains than consumers in treatment for less than one year. This difference persisted even when differences in service areas were taken into account. Persons referred for treatment by the Court, Police, DSS or EAP reported lower rates of satisfaction on the Access, Appropriateness, and General Satisfaction domains than persons referred through other means, but showed significantly more positive responses on the Outcome domain.

The SUD consumers differed significantly from mental health consumers in their responses on all domains. The SUD consumers reported significantly lower rates of positive perceptions in all domains except the Outcome domain, in which they reported more positive perceptions than the other two groups. Similar differences between SUD

consumers and consumers with MH/SUDs were noted, except in the Appropriateness domain, where differences between the groups were not statistically significant.

Considerable variability was found in reported survey response rates, ranging from 28.9% to 100% of kept non-emergency appointments for the survey week. Depending on a CSB's response rate, survey results may be more or less representative of the consumers a CSB is serving. CSB response rates and survey results may have been affected by local factors such as Hurricane Isabel, budget issues, etc. While it is not possible to identify all such influences, such factors should be considered before drawing conclusions about a given CSB's performance.

Several limitations prevent conclusive interpretation of these findings. First, the results of this survey reflect the perceptions of only those consumers who choose to remain in treatment at CSBs. Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs. Furthermore, studies have shown that satisfaction surveys administered by staff show higher rates of satisfaction than surveys that are self-administered or administered by mail. Therefore, these results should only be compared with survey results from surveys utilizing similar methodology.

Second, because participants in the survey were not randomly selected, these findings cannot be generalized to the population served by CSB. Random selection of participants is critical to generalizing the findings to the population being served by a CSB because it ensures that every consumer served by a CSB has an equal chance of being surveyed.

Third, the MHSIP measure used for this survey was designed to improve the quality of mental health programs and services and was not necessarily designed for substance use disorder populations. Thus, caution should be taken when interpreting the results for substance use disorder consumers. It may be that the significant differences observed between the two populations are partly attributed to the instrument. In addition, all variables were obtained by self-report, making the findings open to self-report biases. Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes may change over time.

Despite these limitations, the survey clearly contributes a greater understanding of consumer perception about publicly funded mental health and substance use disorder treatment services. Race/ethnicity and gender differences in perception of CSB services, for example, highlight the need for CSBs to be continually aware of the importance of such demographic characteristics when providing treatment services.

CHAPTER 2: MENTAL HEALTH (MH) CONSUMER RESPONSES

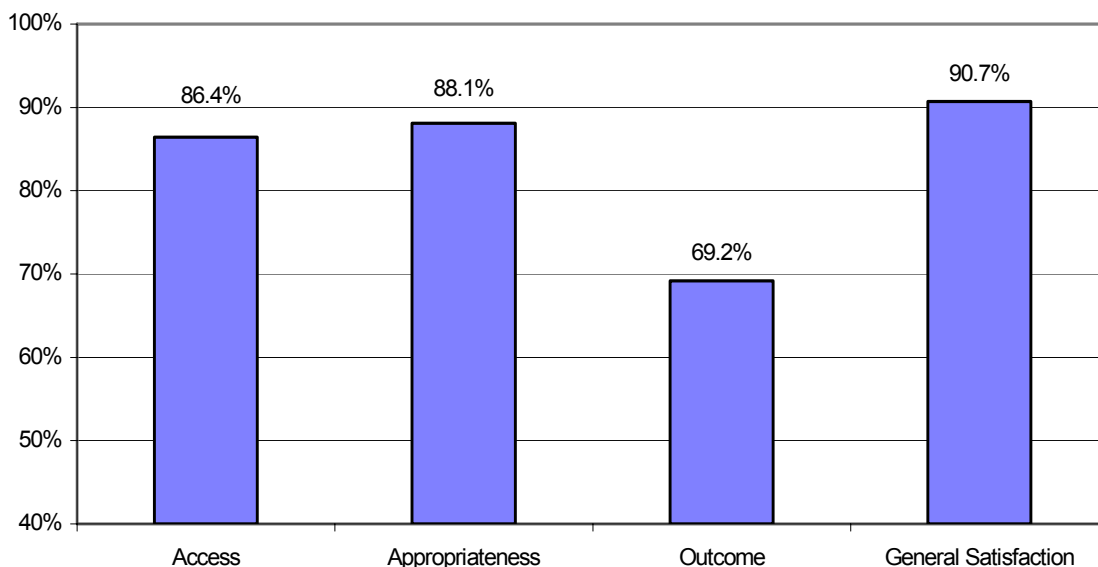
Consumer and Treatment Characteristics

- A total of 3,352 consumers (53.3%) identified mental illness as the primary reason for receiving services from the CSB.
- A majority (about 85%) were between the ages of 23 and 59, and about 5% were between the ages of 18 and 22.
- Sixty-two percent were female, about 71% were White, and 24% were Black/African-American.
- With regard to Hispanic origin, of the 827 consumers who answered the question, about 12% identified themselves as Hispanic.
- Only 11% were referred from DSS, Court, or Law Enforcement, while the majority were referred by a physician (41%) or were self-referred (23%).
- About two-thirds (68.3%) had been receiving services for twelve months or more.
- Thirty percent of consumers have received services for more than five years.

Satisfaction On All Domains

- Overall, 91% of adult consumers reported a positive perception with regard to the general satisfaction domain.
- About 86% reported a positive perception on the access domain
- About 88% reported a positive perception on the appropriateness domain.
- About 69% reported a positive perception on the outcome domain.

Figure 1: MH Consumer Satisfaction Across Domains



General Satisfaction Domain

- Ninety-two percent agreed with the statement “I like the services that I receive”.
- About 85% agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 92% reported that they would recommend this agency to a friend or family member.

Access Domain

- About 85.5% agreed that the location of services is convenient.
- About 89% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- Eighty-four percent agreed with the statement “Staff returns my calls within 24 hours.”
- About 91% agreed that services were available at times that were good for them.

Appropriateness Domain

- About 86% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- A little over 91% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- About 84% reported that staff is sensitive to their cultural background.
- About 84% reported agreement that staff tells them what medication side effects to watch for.
- Eighty-five percent reported that they feel free to complain.
- Almost 87% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Almost 75% agreed with the statement “I am better able to control my life”.
- About 78% agreed with the statement “I deal more effectively with daily problems”.
- About 65% reported that they did better at work or school.
- Only 63.5% reported that they did better in social settings.
- About 72% reported that they were better able to deal with a crisis.
- Seventy percent reported that they got along better with their family.
- Sixty-four percent agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

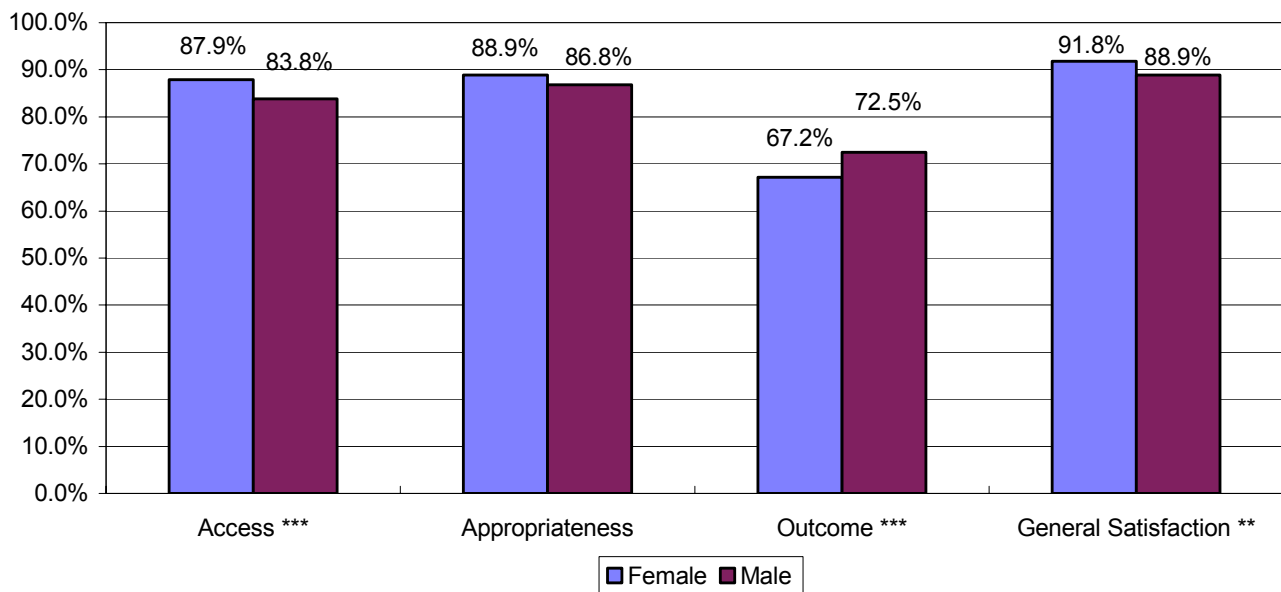
- About 91% reported that they felt comfortable asking questions about treatment and medication.
- A little over 86% agreed with the statement “I am able to get all the services I think I need”.
- A little over 75% agreed with the statement “I, not staff, decide my treatment goals”.

DIFFERENCES BETWEEN GROUPS

Did Satisfaction Differ by Gender?

Overall, female consumers were more likely to report positive perceptions on all domains except outcome than male consumers. Female consumers were significantly more likely to report positive perceptions on the access and general satisfaction domains, while male consumers were significantly more likely to report positive perceptions on the outcome domain.

Figure 2: MH Consumer Satisfaction by Gender



Did Satisfaction Differ by Race or Ethnicity?

African-American and White consumers were significantly more likely than those in the “Other” category to express positive perceptions on the access, appropriateness and general satisfaction domains. African-Americans were significantly more likely than White consumers and those in the “Other” category to express positive perceptions on the outcome domain. See Figure 3 next page. The survey was modified for 2003 to collect ethnicity status independent of race. Consumers who reported Hispanic ethnicity expressed significantly higher perceptions on the access and outcome domains than consumers who reported being of Non-Hispanic ethnicity. See Figure 4 next page.

*Differences between groups were significant at the $p \leq .05$ level
**Differences between groups were significant at the $p \leq .01$ level
***Differences between groups were significant at the $p \leq .001$ level

Figure 3: MH Consumer Satisfaction by Race

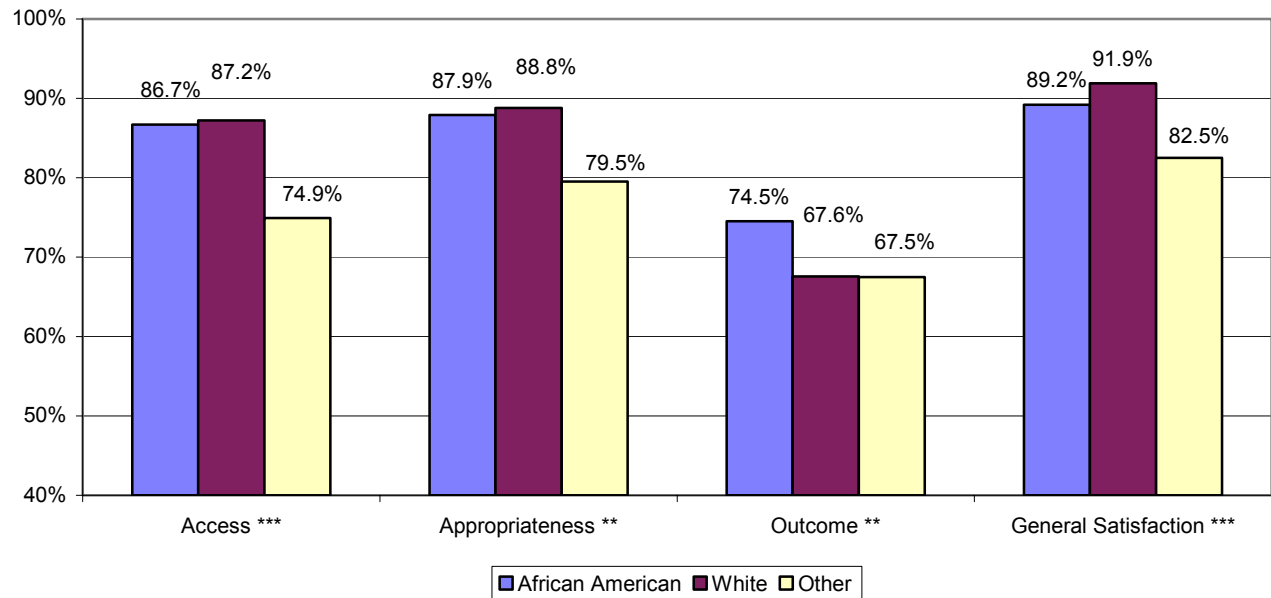
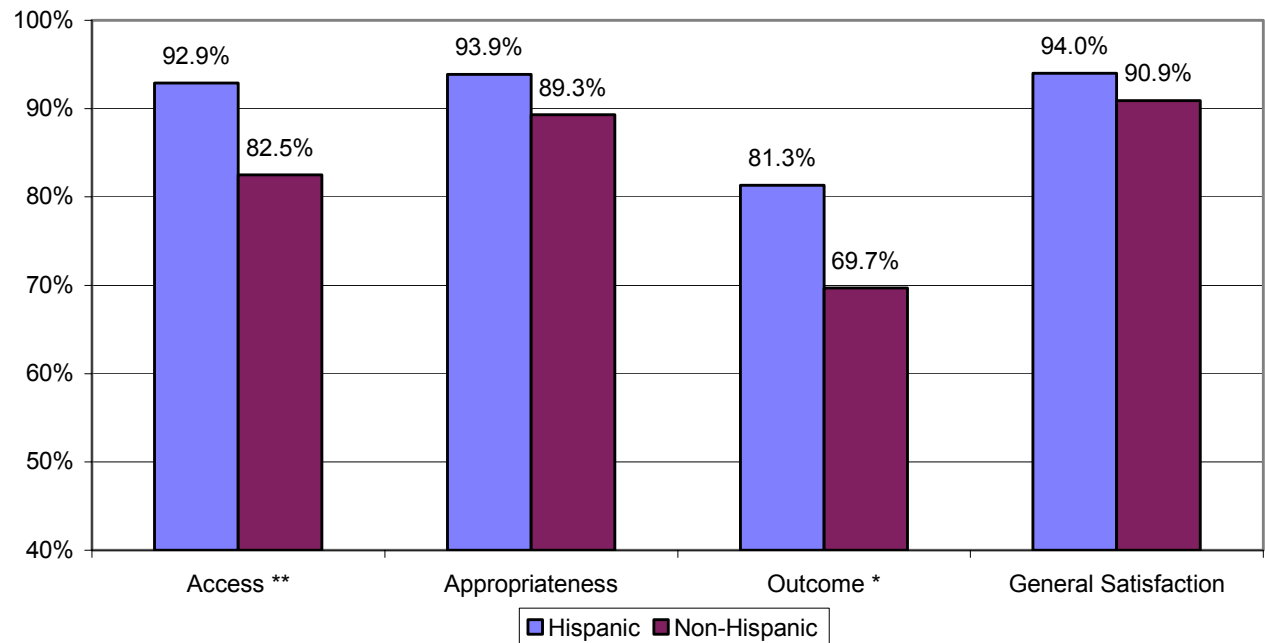


Figure 4: MH Consumer Satisfaction by Ethnicity

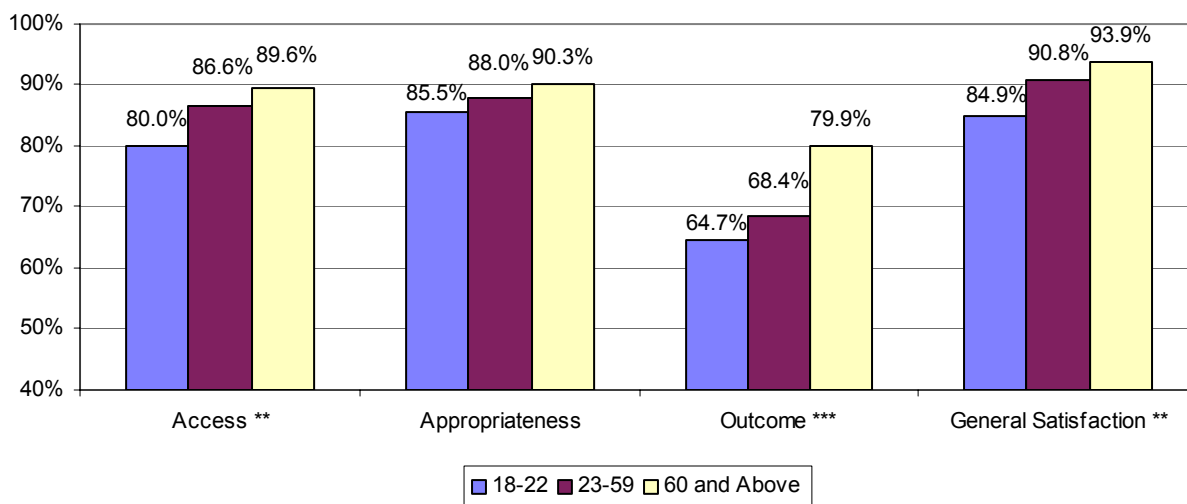


*Differences between groups were significant at the $p \leq .05$ level
 **Differences between groups were significant at the $p \leq .01$ level
 ***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by the Age Group of the Consumer?

A dose-response effect was observed between age and all four domains. The oldest age group, those consumers 60 years old and over, was significantly more likely to report positive perceptions on the general satisfaction, outcome, and access domains than the youngest age group.

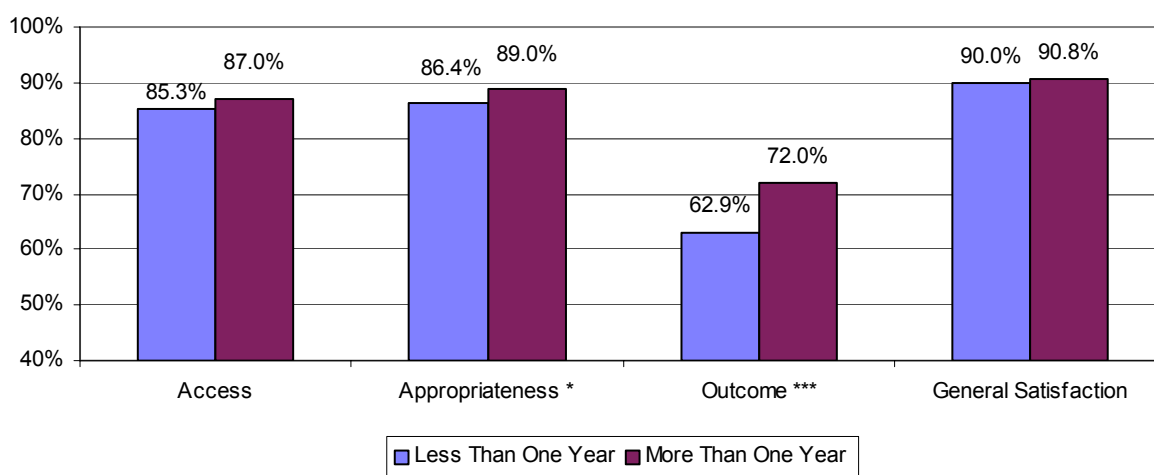
Figure 5: MH Consumer Satisfaction by Age Group



Did Satisfaction Differ by Length of Treatment?

Consumers who reported being in treatment for over a year were significantly more likely to express positive perceptions on the appropriateness and outcome domains. There was little difference on the access and the general satisfaction domains.

Figure 6: MH Consumer Satisfaction by Length of Treatment



*Differences between groups were significant at the $p \leq .05$ level

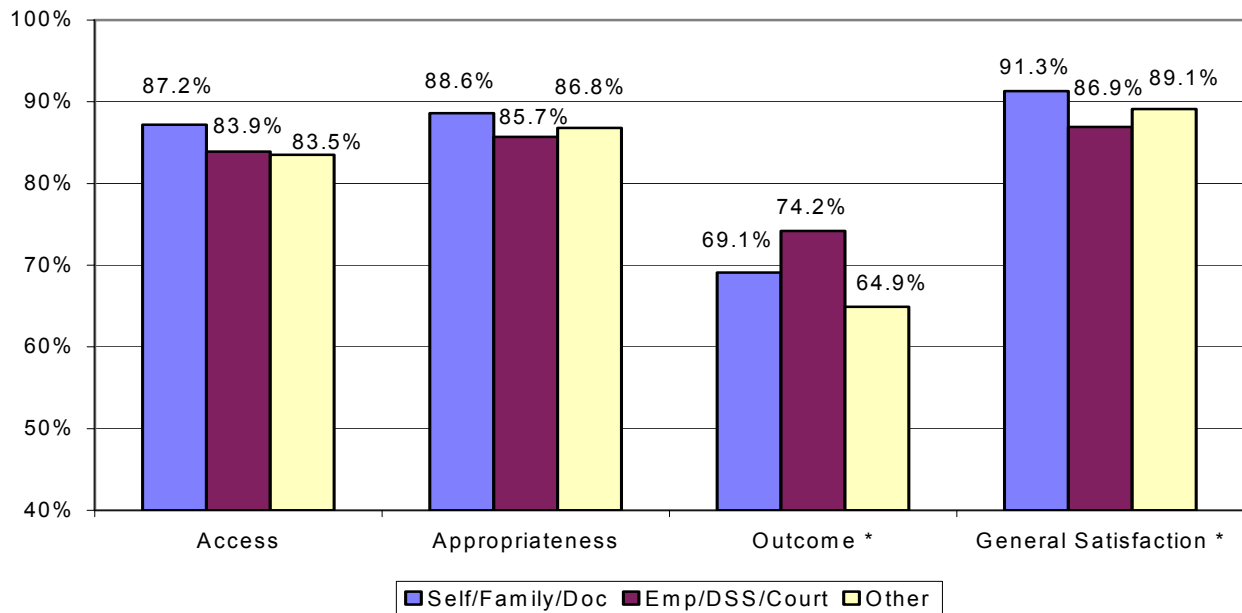
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, or a hospital or a doctor were significantly more likely to express positive perceptions on the general satisfaction domain than consumers who were referred by the court, police, DSS or an EAP. Consumers who were referred by the court, police, DSS or an EAP were significantly more likely to express positive perceptions on the outcome domain than consumers who were referred by other sources.

Figure 7: MH Consumer Satisfaction by Referral Source



Trends Over Time

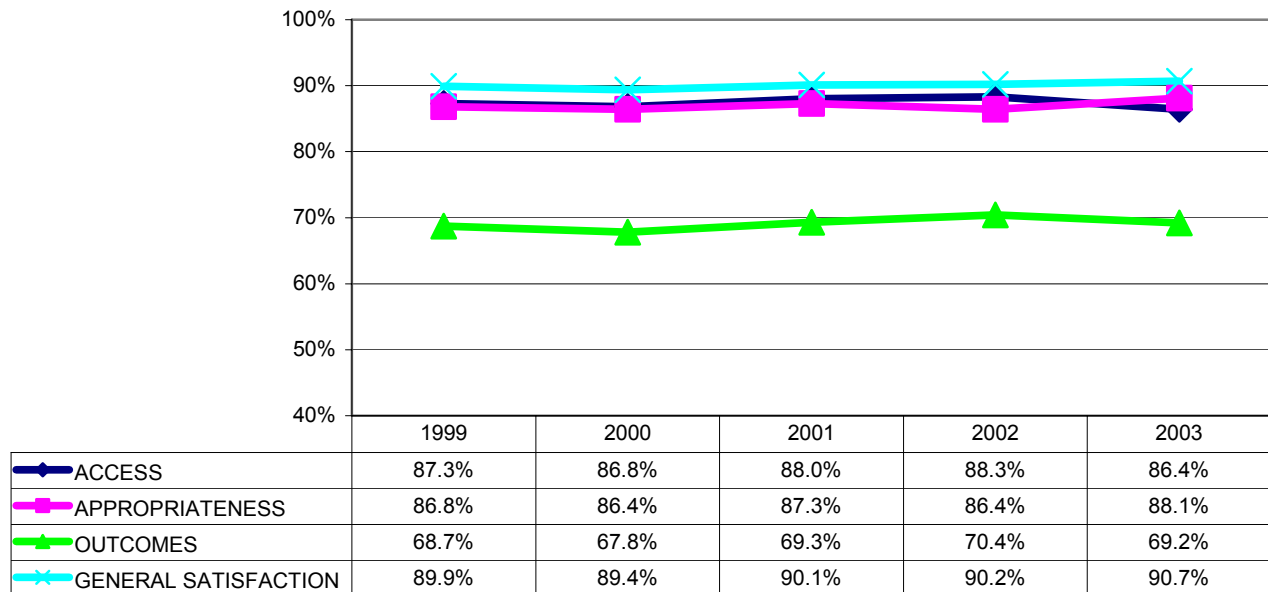
- Overall, the percent of consumers reporting positive perceptions on all but the access domain has increased slightly from 1999 – 2003.
- The percent satisfied on the general satisfaction domain increased over the five-year period from 89.9% to 90.7%.
- The percent satisfied on the appropriateness domain increased from 86.8% to 88.1%.
- The percent satisfied on the outcome domain increased from 68.7% to 69.2%.
- The percent reporting a positive perception on the access domain decreased, from 87.3% to 86.4%, but overall, the trend was stable.
- See Figure 8 on next page.

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Figure 8: MH Consumer Satisfaction Trends (1999 - 2003)



CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 9 – 12. These have not been case mix adjusted.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Figure 9: MH Consumer Satisfaction – General Satisfaction Domain by CSB

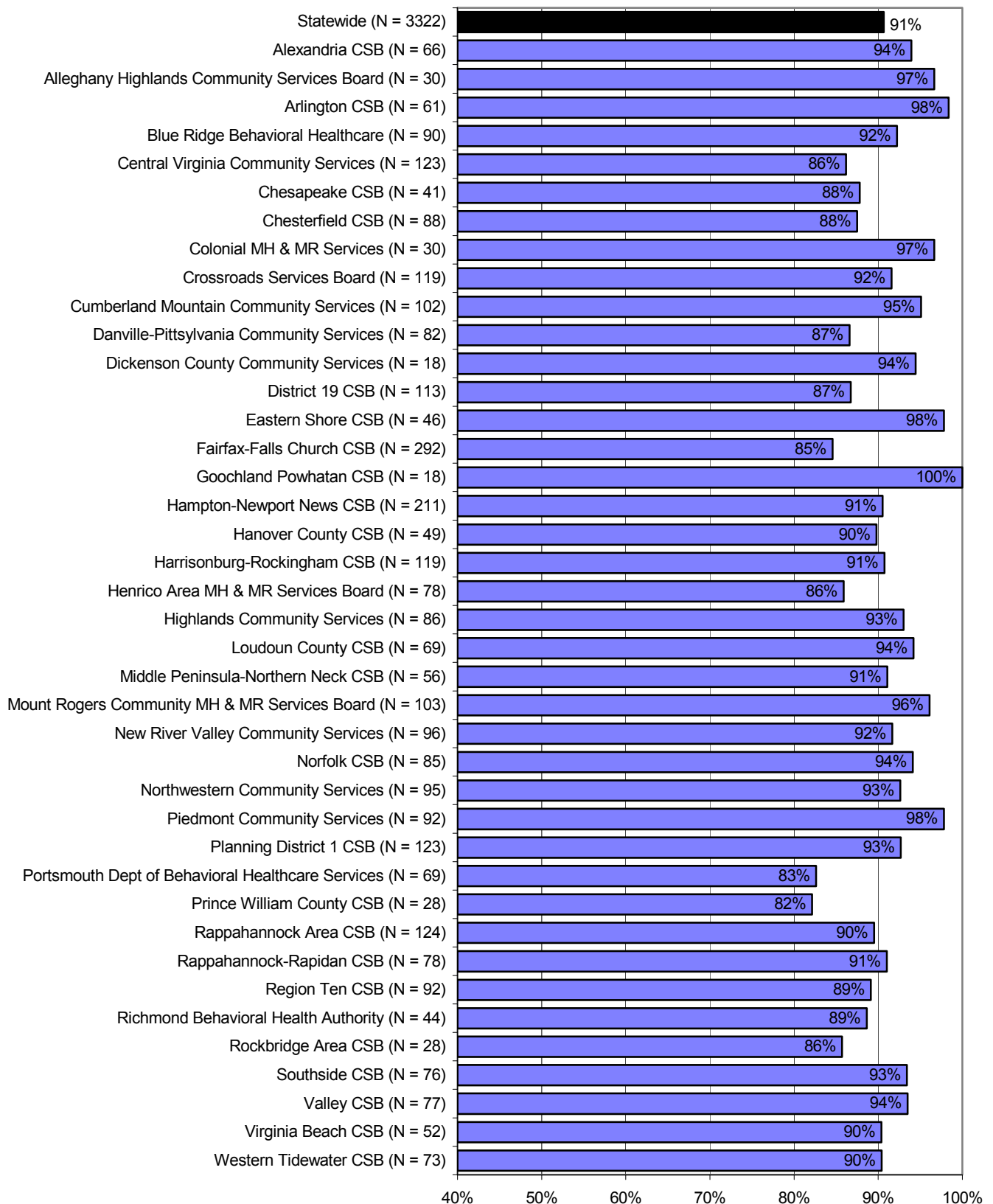


Figure 10: MH Consumer Satisfaction – Appropriateness Domain by CSB

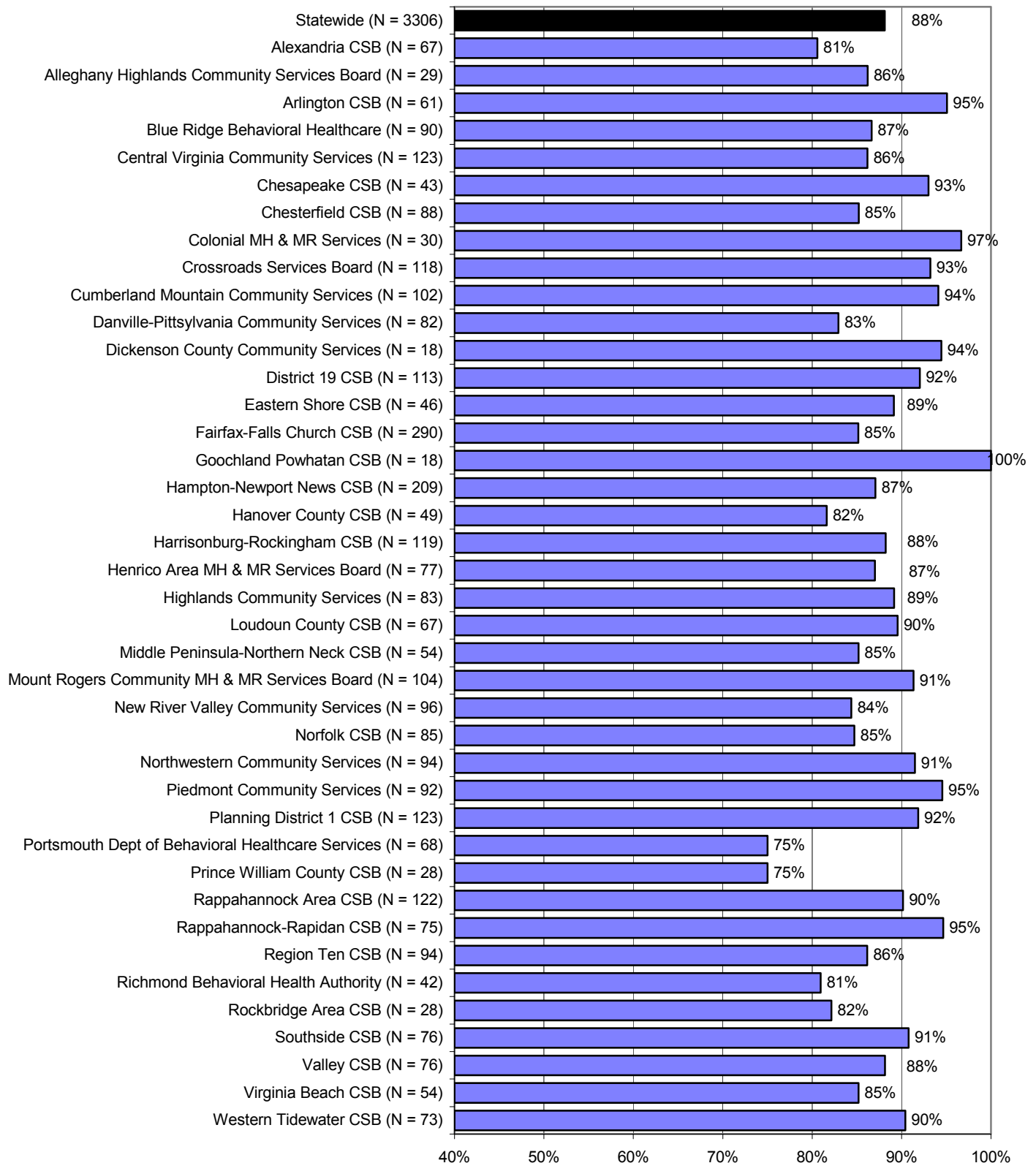


Figure 11: MH Consumer Satisfaction – Access Domain by CSB

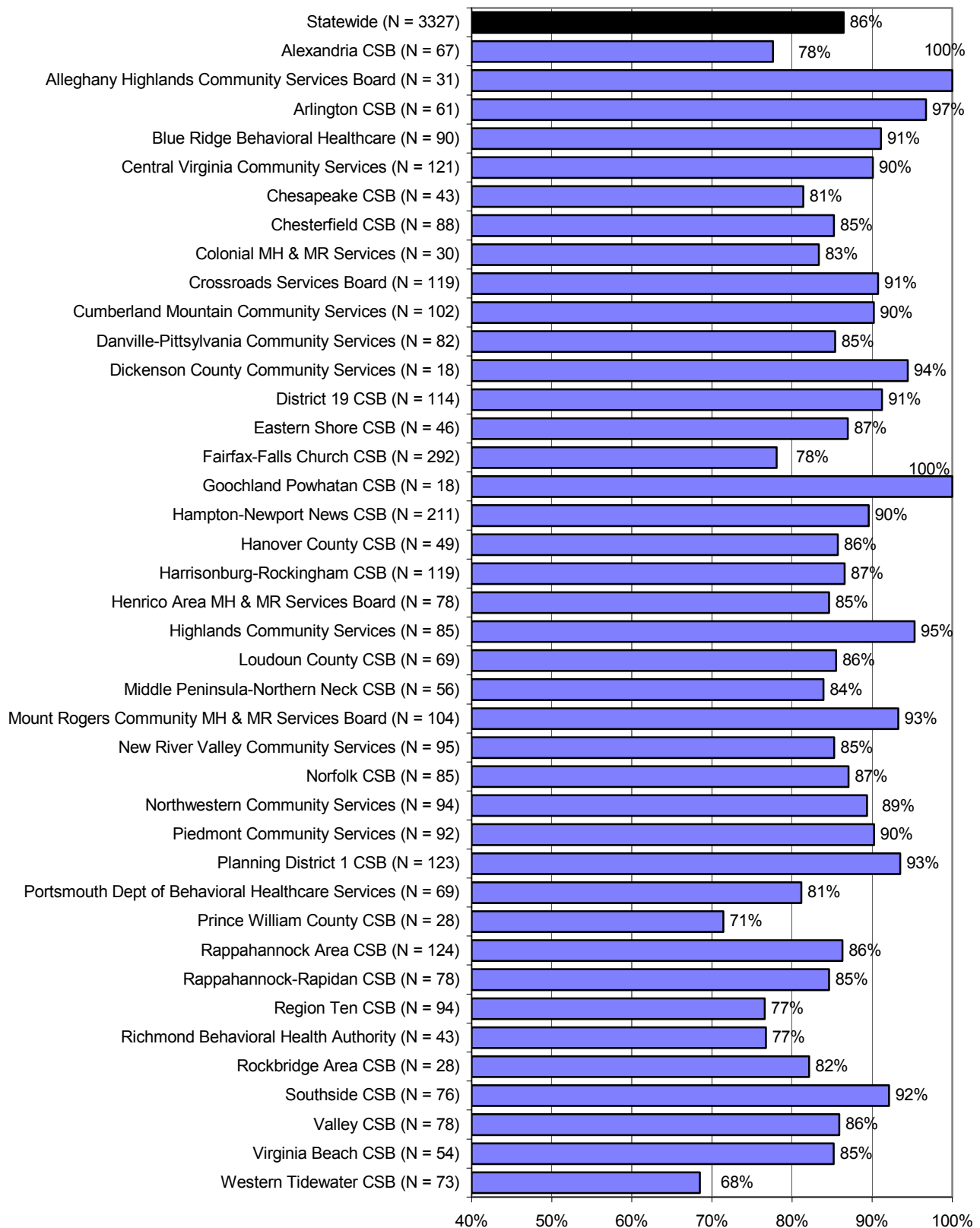
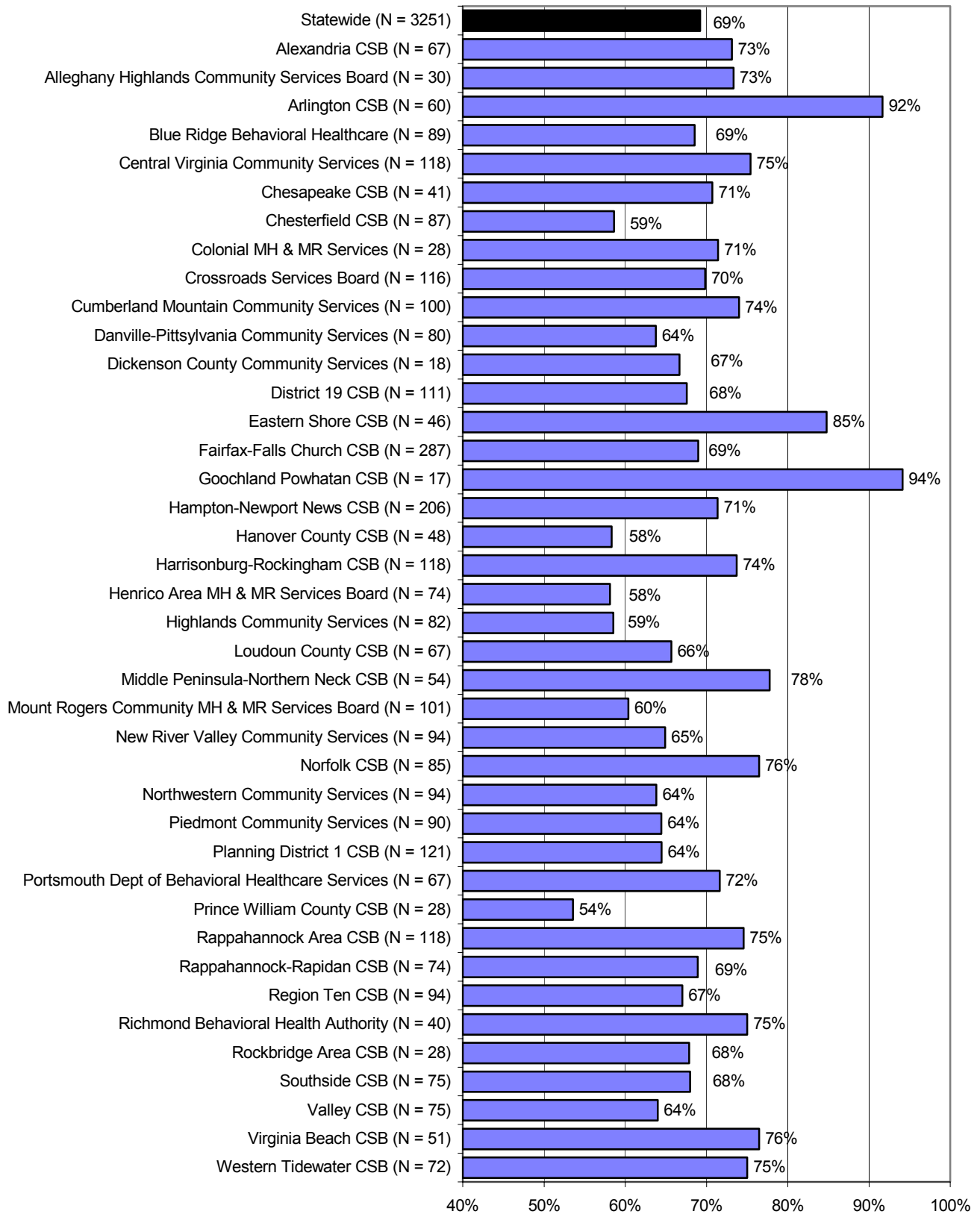


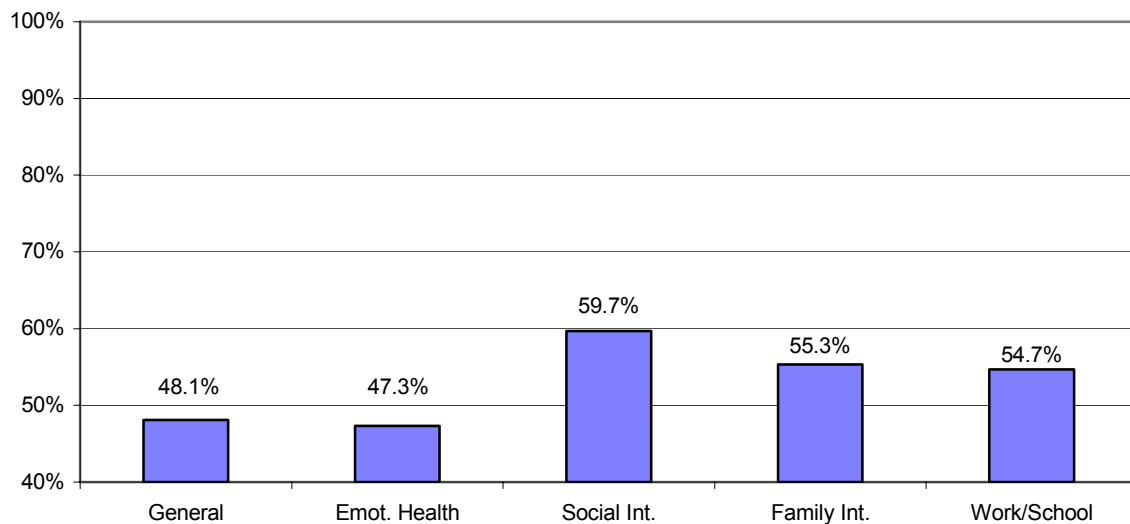
Figure 12: MH Consumer Satisfaction – Outcome Domain by CSB



Consumer Quality of Life

- Only about 48% expressed satisfaction with their quality of life in general.
- Forty-seven percent reported satisfaction with their emotional well-being, which was the lowest quality of life measure reported.
- The highest satisfaction was the perception of social interaction (59.7%).
- About 55% reported satisfaction on the perception of work or school domain.
- About 55% reported satisfaction on the family interaction domain.

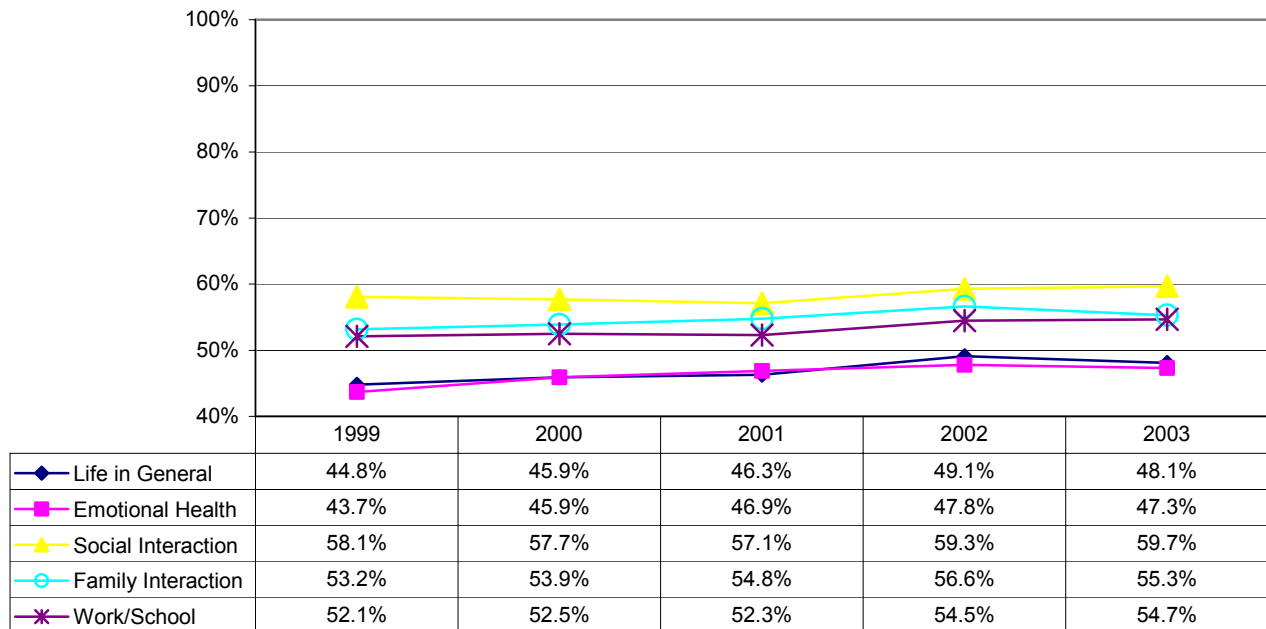
Figure 13: MH Consumer Satisfaction with Quality of Life



Consumer Quality of Life Trends

- Overall, satisfaction with all of the quality of life indicators has increased over time.
- Satisfaction with social interactions and work/school increased since 2002. All other indicators were lower than the 2002 scores.
- See Figure 14 on next page.

Figure 14: MH Consumer Quality of Life Trends (1999 – 2003)



Discussion

Compared to national data (National Association of State Mental Health Program Directors, NASMHPD Research Institute), mental health consumers in Virginia are more satisfied across all domains than their peers across the country. In Virginia, most MH consumers report positive perceptions of CSB services. These percents are increasing steadily over time on all domains except access, which has remained about the same since 1999. Although a majority of consumers are White, consumers reporting higher percents of positive perceptions on the outcome domain are African American. Consumers reporting a Hispanic ethnicity express even higher percentages of satisfaction. Although a majority of consumers are male, females expressed higher percentages of satisfaction, except on the outcome domain.

Most MH consumers are referred by physicians, hospitals, or themselves. Interestingly, these consumers are less likely to express positive perceptions of services than those referred by the courts.

Overall, MH consumers report higher satisfaction on all domains except for the outcome domain. Nationally, satisfaction with the outcomes domain is the lowest of the domains. Given the lean budgets that Virginia's CSBs have worked within for the past several years, it is very impressive that levels of satisfaction have continued to improve.

CHAPTER 3: SUBSTANCE USE DISORDERS (SUDs) RESPONSES

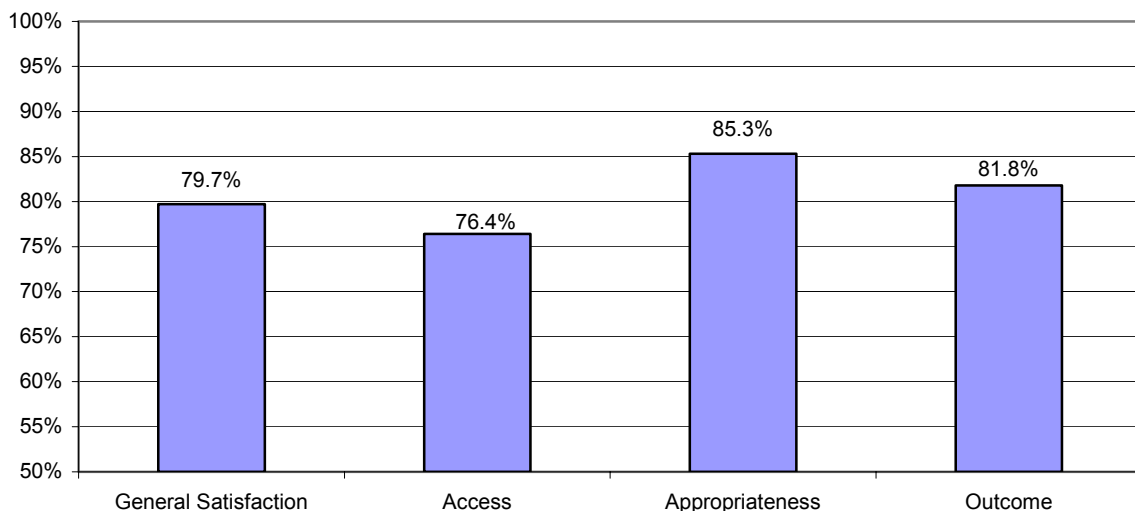
Consumer and Treatment Characteristics

- A total of 1,927 consumers (30.7%) identified alcohol or drugs as the primary reason for receiving services from the CSB.
- A majority (about 81%) were between the ages of 23 and 59, and about 17% were between the ages of 18 and 22.
- Seventy-six percent were male, about 57% were White, and 36.5% were Black/African-American
- With regard to Hispanic origin, of the 563 consumers who answered the question, about 48% identified themselves as Hispanic
- Over 70% were referred from Court or Law Enforcement, while 14% were self-referred.
- Almost one-third (31.3%) had been receiving services between 3 and 5 months, about 16% between 6 and 11 months, and about 13% for less than one month. Only about 10% had been receiving treatment for longer than one year.

Satisfaction On All Domains

- Overall, 80% of adult consumers reported a positive perception with regard to the general satisfaction domain.
- About 76.4% reported a positive perception on the access domain
- Almost 85.3% reported a positive perception on the appropriateness domain.
- Almost 82% reported a positive perception on the outcome domain.

Figure 1: SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Eighty-two percent agreed with the statement “I like the services that I receive”.
- About 73% agreed with the statement “If I had other choices, I would still get services from this agency”.
- Almost 82% reported that they would recommend this agency to a friend or family member.

Access Domain

- Over 80% agreed that the location of services is convenient.
- About 84% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- Seventy-four percent agreed with the statement “Staff returns my calls within 24 hours.”
- About 76% agreed that services were available at times that were good for them.

Appropriateness Domain

- Almost 89% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- A little over 86% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- Almost 79% reported that staff is sensitive to their cultural background.
- Only about 71% reported agreement that staff tells them what medication side effects to watch for.

Outcome Domain

- Almost 84% agreed with the statement “I am better able to control my life”.
- About 82% agreed with the statement “I deal more effectively with daily problems”.
- About 78% reported that they did better at work or school.
- About 77% reported that they did better in social settings.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

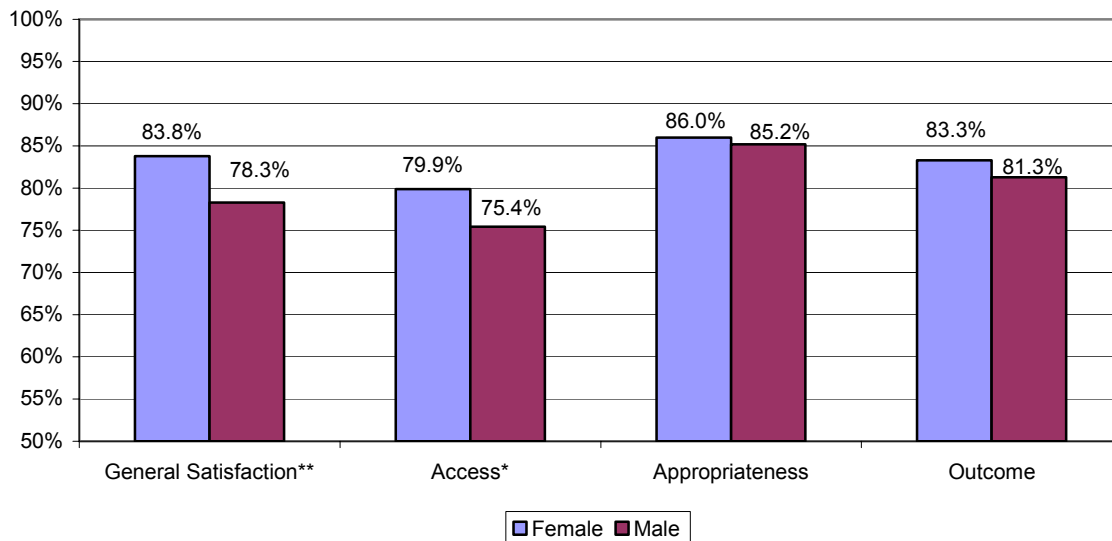
- About 85% reported that they felt comfortable asking questions about treatment and medication.
- Eighty-three percent agreed with the statement “I am able to get all the services I think I need”.
- A little over 73% agreed with the statement “I, not staff, decide my treatment goals”.

DIFFERENCES BETWEEN GROUPS

Did Satisfaction Differ by Gender?

Overall, female consumers were more likely to report positive perceptions on all four domains than male consumers. Female consumers were significantly more likely to report positive perceptions on the general satisfaction and access domains.

Figure 2: SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race or Ethnicity?

African-Americans were significantly more likely than whites to express positive perceptions on the general satisfaction domain, and African-Americans were significantly more likely than those in the "Other" category to express positive perceptions on the outcome domain. Satisfaction on the appropriateness and access domains was similar among the racial categories. See Figure 3 on next page.

The survey was modified for 2003 to collect ethnicity status independent of race. Consumers who reported Hispanic ethnicity expressed significantly higher perceptions on all four domains than consumers who reported being of Non-Hispanic ethnicity. See Figure 4 on next page.

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Figure 3: SUD Consumer Satisfaction by Race

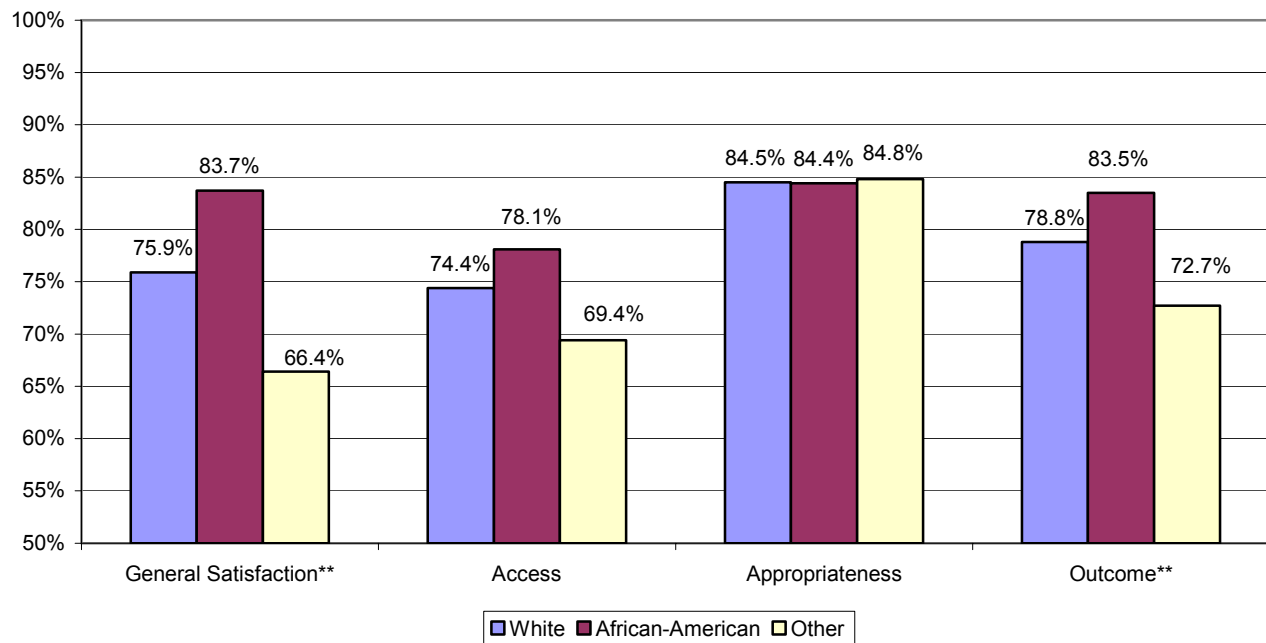
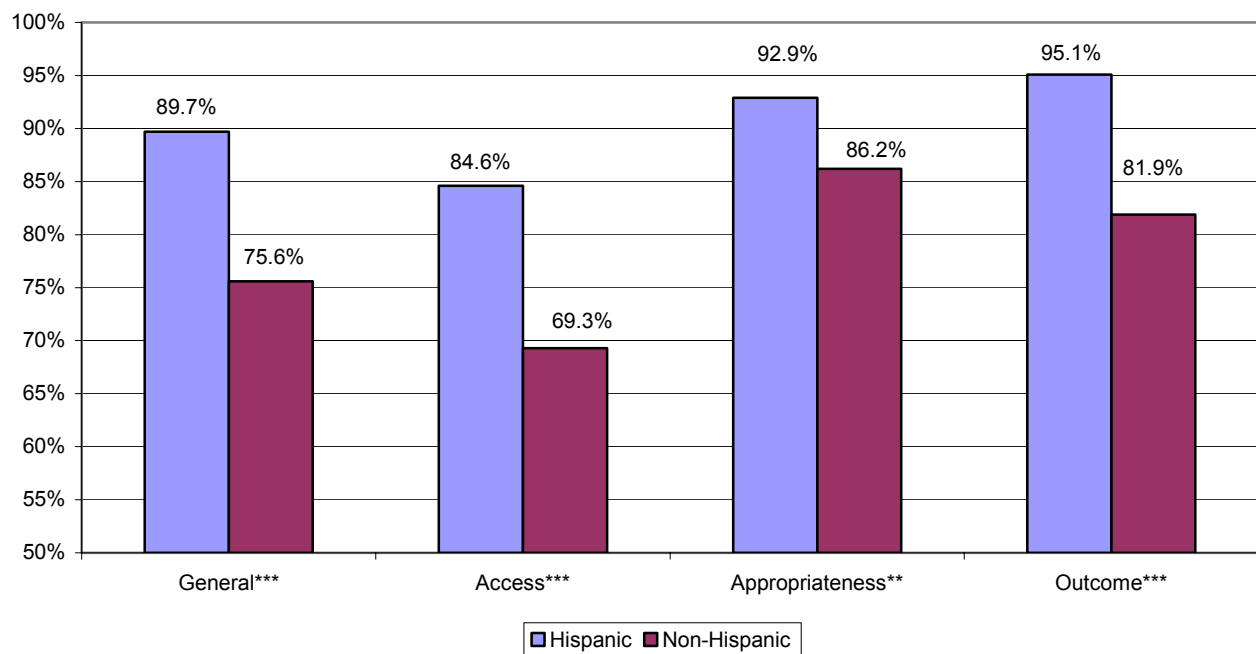


Figure 4: SUD Consumer Satisfaction by Ethnicity



*Differences between groups were significant at the $p \leq .05$ level

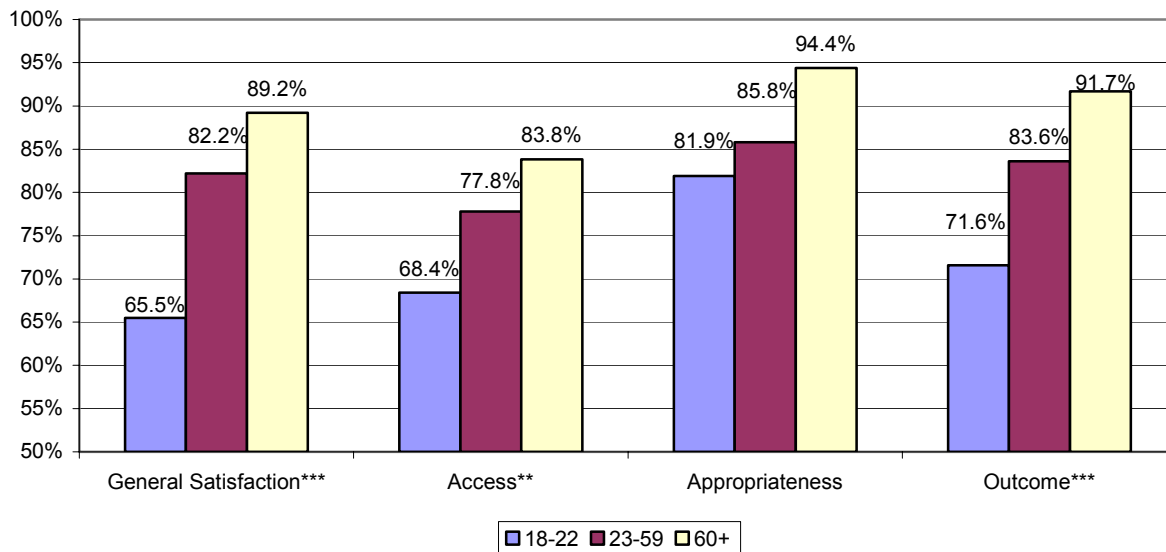
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by the Age Group of the Consumer?

A dose-response effect was observed between age and all four domains. The oldest age group, those consumers 60 years old and over, were significantly more likely to report positive perceptions on the general satisfaction, outcome, and access domains than the youngest age group, as were those aged 23-59.

Figure 5: SUD Consumer Satisfaction by Age Group

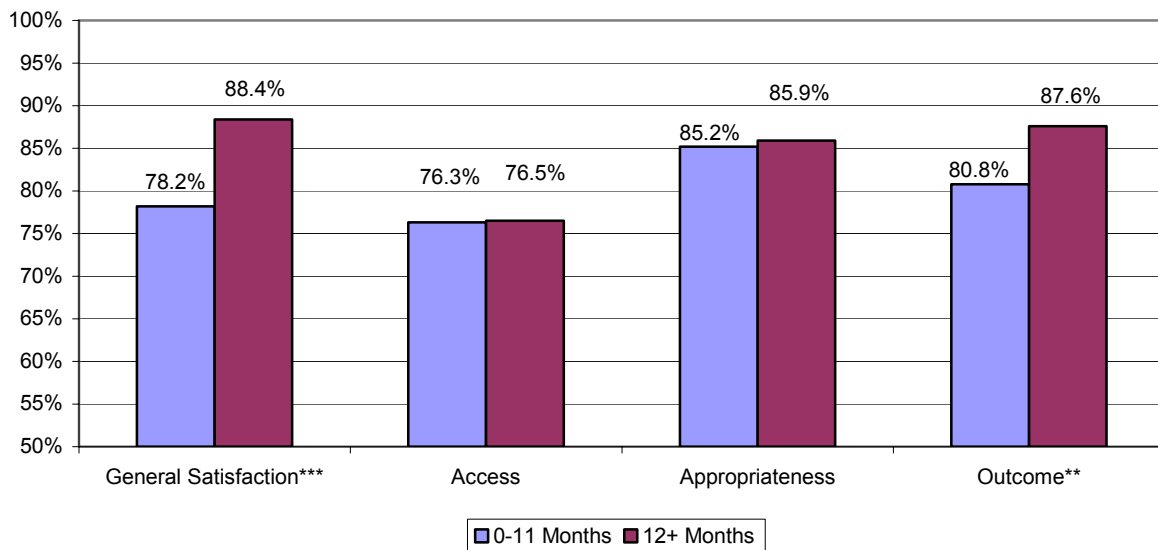


Did Satisfaction Differ by Length of Treatment?

Consumers who have been in treatment for over a year were significantly more likely to express positive perceptions on the general satisfaction and on the outcome domains. There was little difference on the access and the appropriateness domains. See Figure 6 on next page.

*Differences between groups were significant at the $p \leq .05$ level
**Differences between groups were significant at the $p \leq .01$ level
***Differences between groups were significant at the $p \leq .001$ level

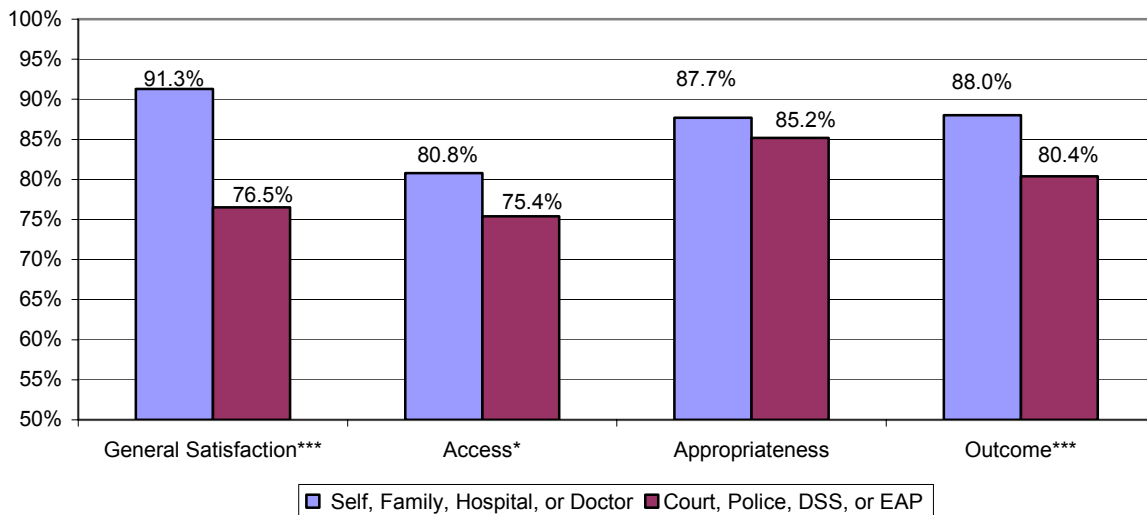
Figure 6: SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, or a hospital or a doctor were significantly more likely to express positive perceptions on the access, outcome and general satisfaction domains than consumers who were referred by the court, police, DSS or an EAP. The difference is most notable on the general satisfaction domain.

Figure 7: SUD Consumer Satisfaction by Referral Source



*Differences between groups were significant at the $p \leq .05$ level

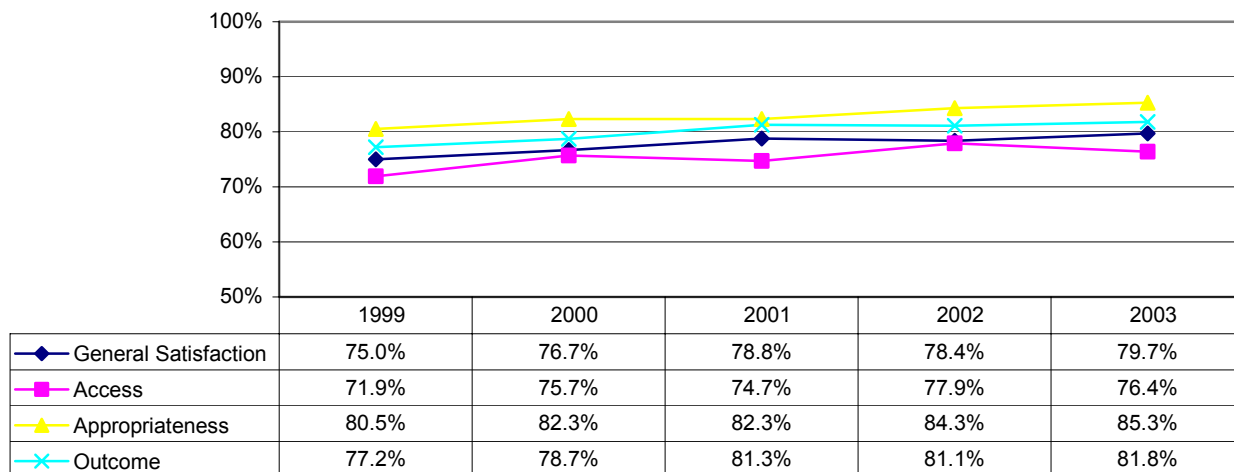
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Trends Over Time

- Overall, the percent of consumers reporting positive perceptions on all four domains has increased steadily from 1999 – 2003.
- The percent satisfied on the general satisfaction domain increased over the five-year period from 75% to 79.7%.
- The percent satisfied on the appropriateness increased from 80.5% to 85.3%.
- The percent satisfied on the outcome domain increased from 77.2% to 81.8%.
- The percent reporting a positive perception on the access domain increased as well, from 71.9% to 76.4%

Figure 8: SA Consumer Satisfaction Trends (1999 - 2003)



CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 9 – 12. These data have not been case mixed adjusted.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Figure 9: SUD Consumer Satisfaction – General Satisfaction Domain by CSB

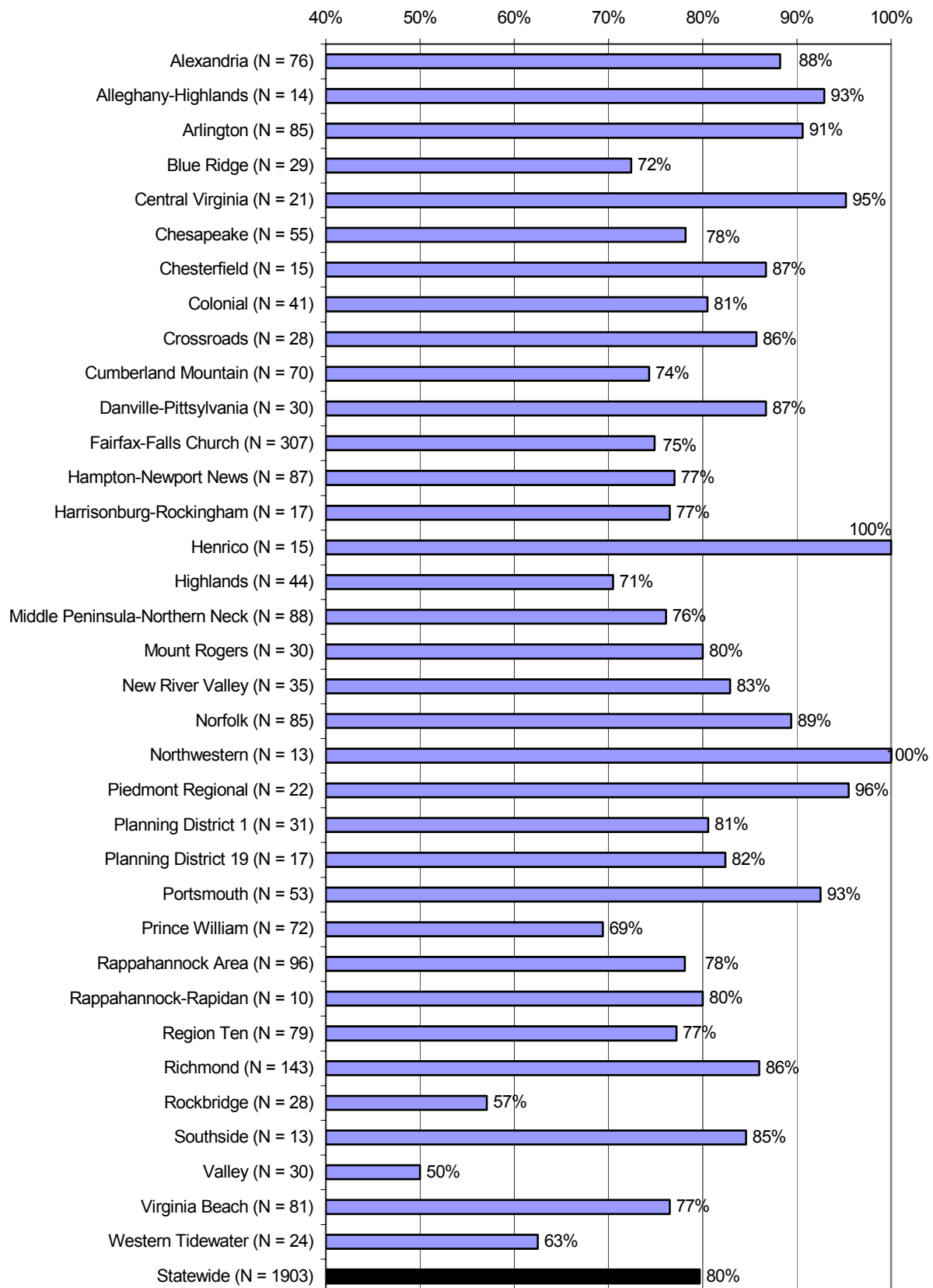


Figure 10: SUD Consumer Satisfaction – Appropriateness Domain by CSB

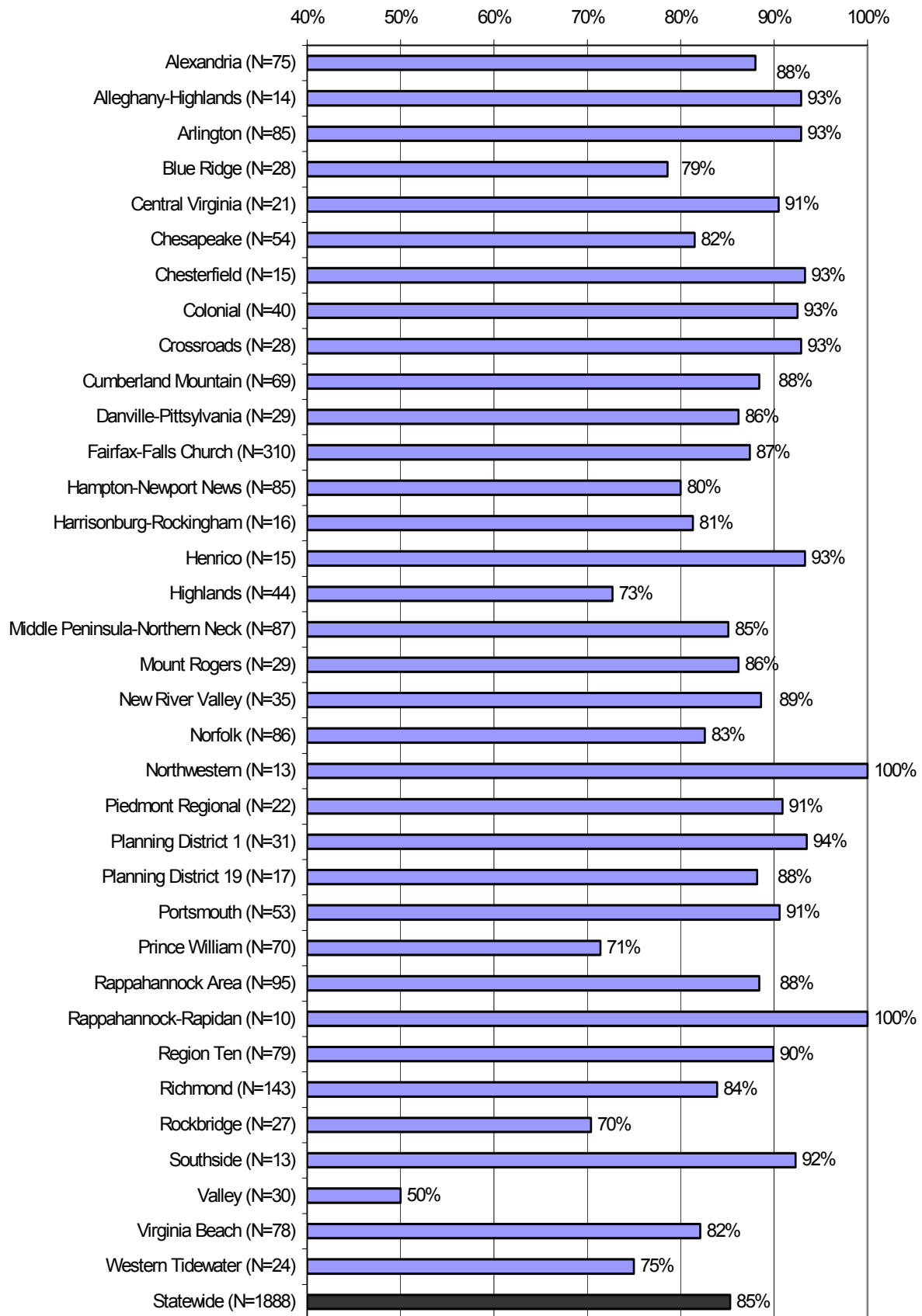


Figure 11: SUD Consumer Satisfaction – Access Domain by CSB

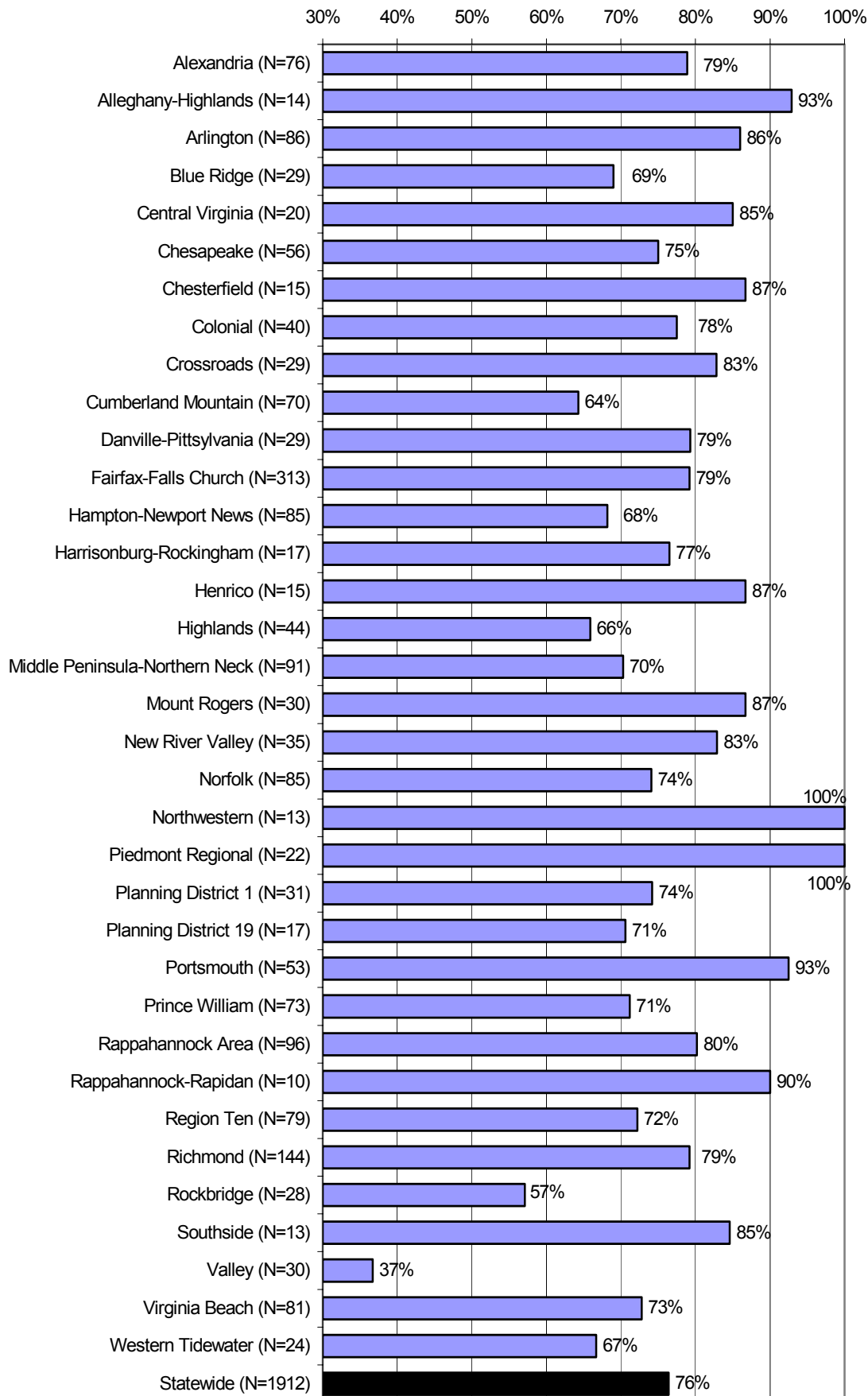
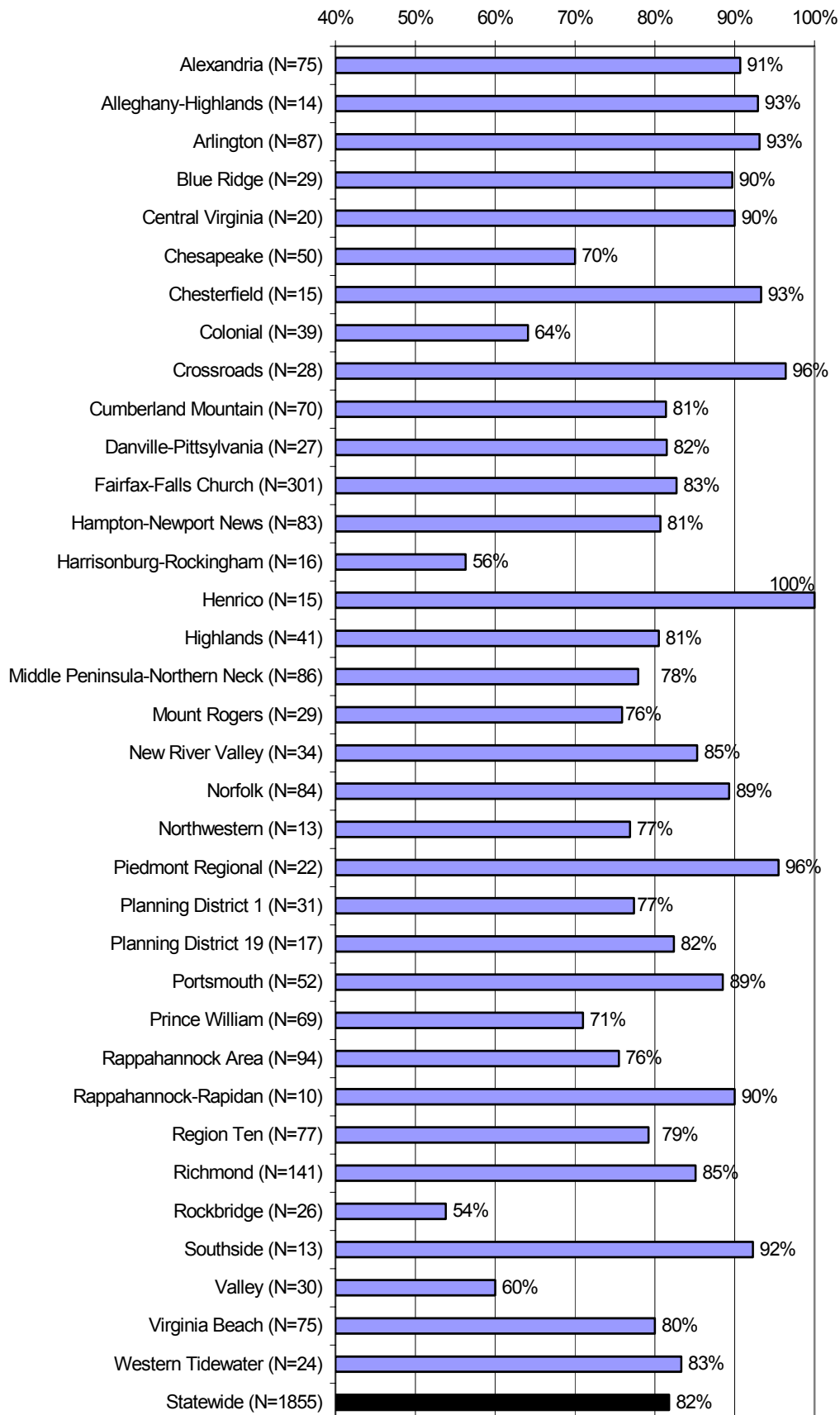


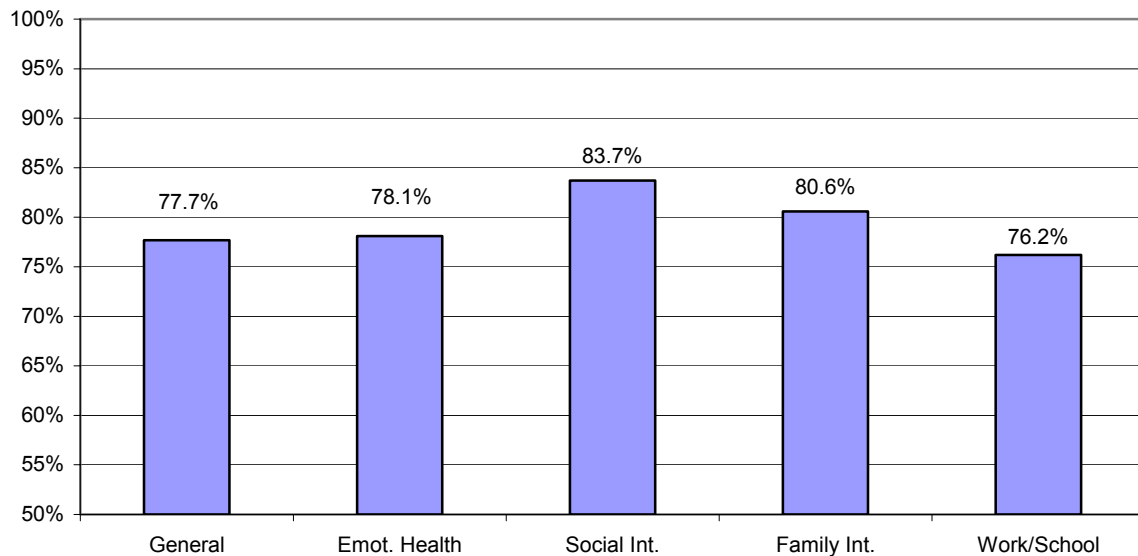
Figure 12: SUD Consumer Satisfaction – Outcome Domain by CSB



Consumer Quality of Life

- Almost 78% expressed satisfaction with their quality of life in general
- Seventy-eight percent reported satisfaction with their emotional well-being.
- The highest satisfaction was the perception of social interaction (83.7%).
- The lowest was the perception of work or school (76.2%).
- Almost 81% reported satisfaction on the family interaction domain.

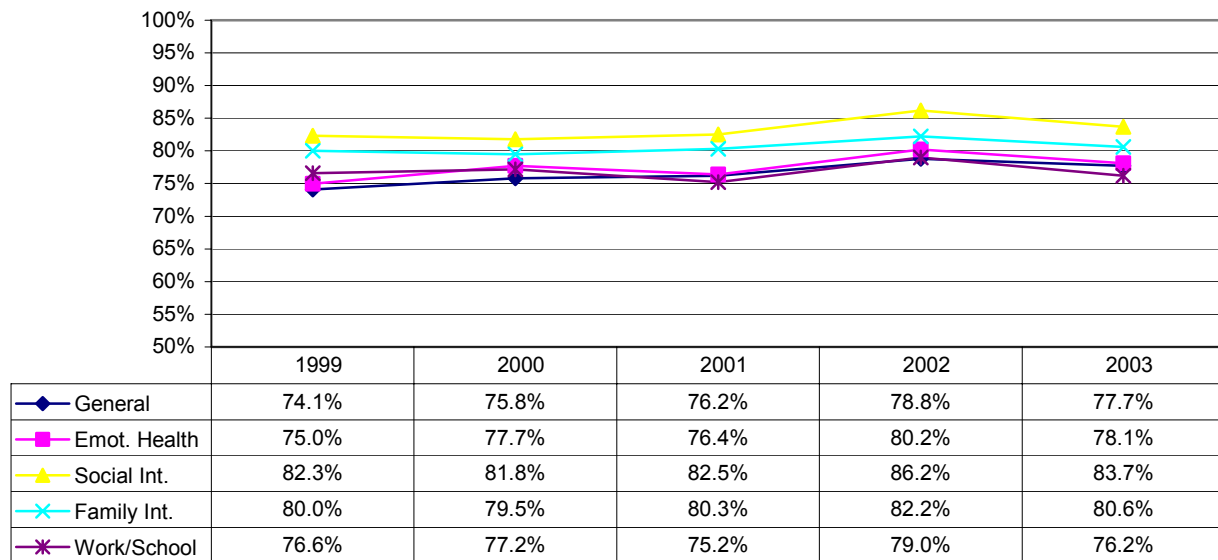
Figure 13: SUD Consumer Satisfaction with Quality of Life



Consumer Quality of Life Trends

- Although satisfaction decreased on all four domains between 2002 and 2003, overall satisfaction with the general quality of life, emotional well-being and social interaction has increased between 1999 and 2003.
- Satisfaction with family interaction and work/school has remained about the same
- See Figure 14 on next page.

Figure 14: SUD Consumer Quality of Life Trends (1999 – 2003)



Discussion

Overall, most consumers report positive perceptions of CSB SUDs services. These percents are fairly stable over time. Interestingly, although a majority of consumers are White, consumers reporting higher percents of positive perceptions are African American. Consumers reporting a Hispanic ethnicity express even higher percentages of satisfaction. Although a majority of consumers are male, females expressed higher percentages of satisfaction. The Hispanic culture places value on “appreciation” and hence they are more likely to appreciate or value the services that they receive. Research also indicates that women are more invested in the treatment relationship, and are more likely to remain in treatment than men, which may help explain their higher percents of satisfaction with services.

Most consumers are referred by court or law enforcement. These consumers are less likely to express positive perceptions of services. It would be interesting if we could link these data to outcomes, as in our performance outcome studies, where we found that consumers that were referred by the judicial system had better outcomes than consumers that were self-referred.

Overall, in comparison with MH, SUD and MH/SUD consumers report lower satisfaction on all domains except for outcome domain, perhaps because of the philosophical difference between the recovery model and the chronic treatment model. SUD consumers also report higher satisfaction on their quality of life domains, possibly for the same reason.

CHAPTER 4: MENTAL HEALTH AND SUBSTANCE USE DISORDERS (MH/SUD) RESPONSES

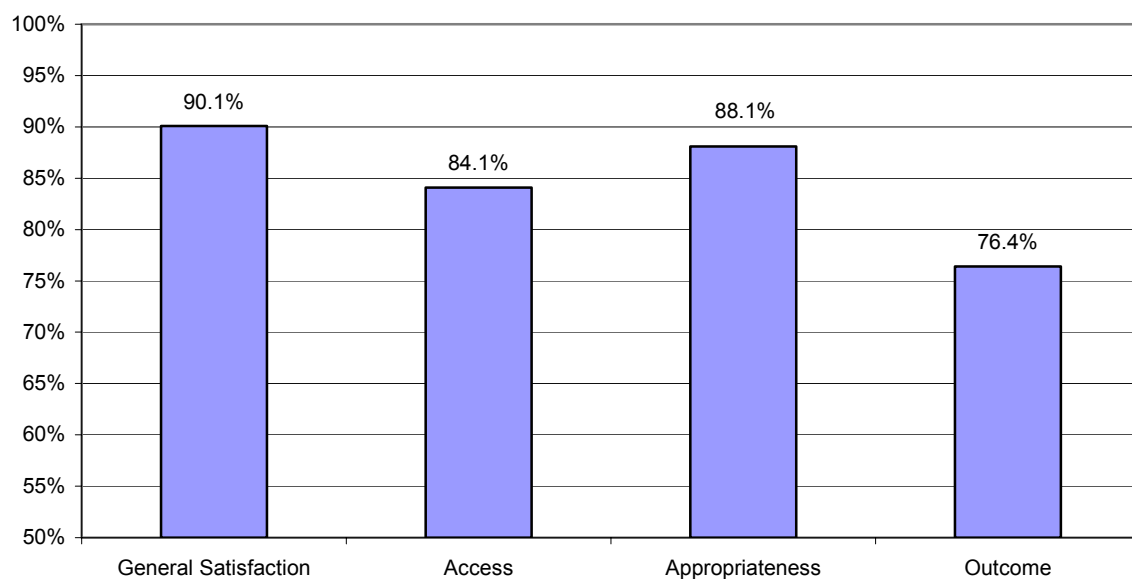
Consumer and Treatment Characteristics

- A total of 1,005 (16%) consumers identified both alcohol or drugs and emotional/mental health as the primary reasons for receiving services from the CSB.
- Over 90% were between the ages of 23 and 59.
- Fifty-one percent were male, about 64% were White, and 29% were Black/African-American
- With regard to Hispanic origin, of the 245 consumers completing the question, about 36% identified as Hispanic
- About 26% were referred from Court or Law Enforcement, while 30% were self-referred.
- Over half (50.7%) had been in treatment for more than one year, 15% had been in treatment between 3 and 5 months, and almost 13% had been in treatment between 1 and 2 months.

Satisfaction On All Domains

- Overall, 90% of adult consumers reported a positive perception with regard to the general satisfaction domain.
- About 84.1% reported a positive perception on the access domain.
- Almost 88.1% reported a positive perception on the appropriateness domain.
- Almost 76.4% reported a positive perception on the outcome domain.

Figure 1: MH/SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Almost 91% percent agreed with the statement “I like the services that I receive”.
- About 84% agreed with the statement “If I had other choices, I would still get services from this agency”.
- Ninety-one percent reported that they would recommend this agency to a friend or family member.

Access Domain

- About 84% agreed that the location of services is convenient.
- Eighty-seven percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 82% agreed with the statement “Staff returns my calls within 24 hours.”
- About 86% agreed that services were available at times that were good for them.

Appropriateness Domain

- Almost 90% agreed with the statement “Staff here believe that I can grow, change, and recover.”
- A little over 89% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- Almost 84% reported that staff is sensitive to their cultural background.
- Eighty-four percent reported agreement that staff tells them what medication side effects to watch for.

Outcome Domain

- Eighty percent agreed with the statement “I am better able to control my life”.
- About 83% agreed with the statement “I deal more effectively with daily problems”.
- About 71% reported that they did better at work or school.
- Almost 69% reported that they did better in social settings.

Other Survey Items (not included in a domain or Total Satisfaction scoring)

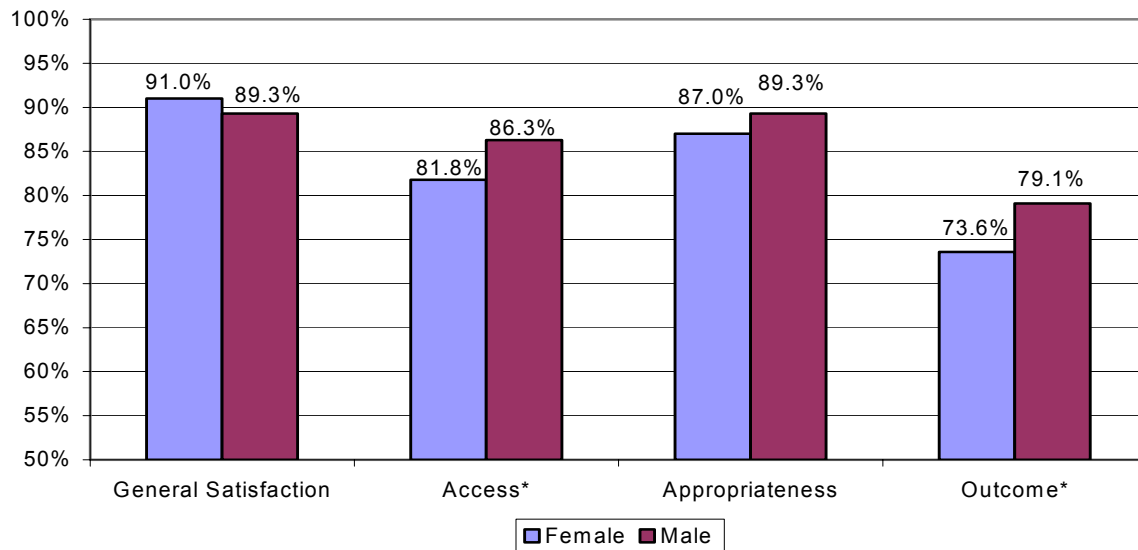
- About 90% reported that they felt comfortable asking questions about my treatment and medication.
- Eighty-four percent agreed with the statement “I am able to get all the services I think I need”.
- A little over 73% agreed with the statement “I, not staff, decide my treatment goals”.

DIFFERENCES BETWEEN GROUPS

Did Satisfaction Differ by Gender?

Males were significantly more likely to express positive perceptions on the access and outcome domain than females. There were no significant differences on the other domains.

Figure 2: MH/SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race or Ethnicity?

The only domain with a significant difference among the race groups was the appropriateness domain, with White and African-American consumers reporting a significantly higher perception of satisfaction than the group "Other". The survey was modified for 2003 to collect ethnicity status independent of race. See Figure 3 (next page).

Consumers who reported Hispanic ethnicity reported significantly higher perceptions on the appropriateness and outcome domains than consumers who reported being of Non-Hispanic ethnicity. There were no significant differences between the Hispanic ethnicity group on the access or general satisfaction domains. See Figure 4 (next page).

*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

*** Differences between groups were significant at the $p \leq .001$ level

Figure 3: MH/SUD Consumer Satisfaction by Race

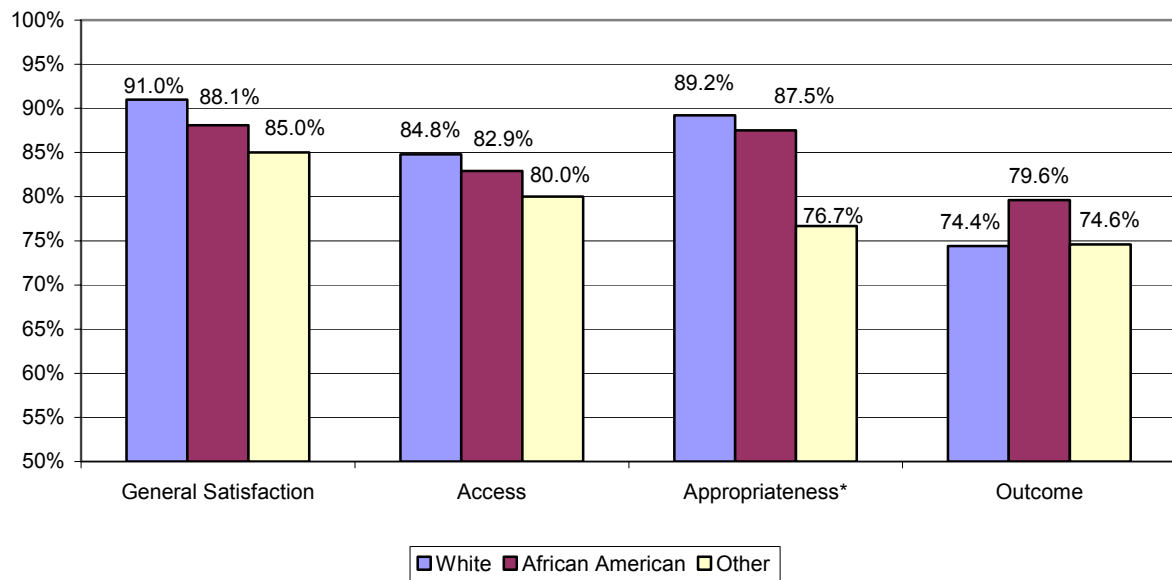
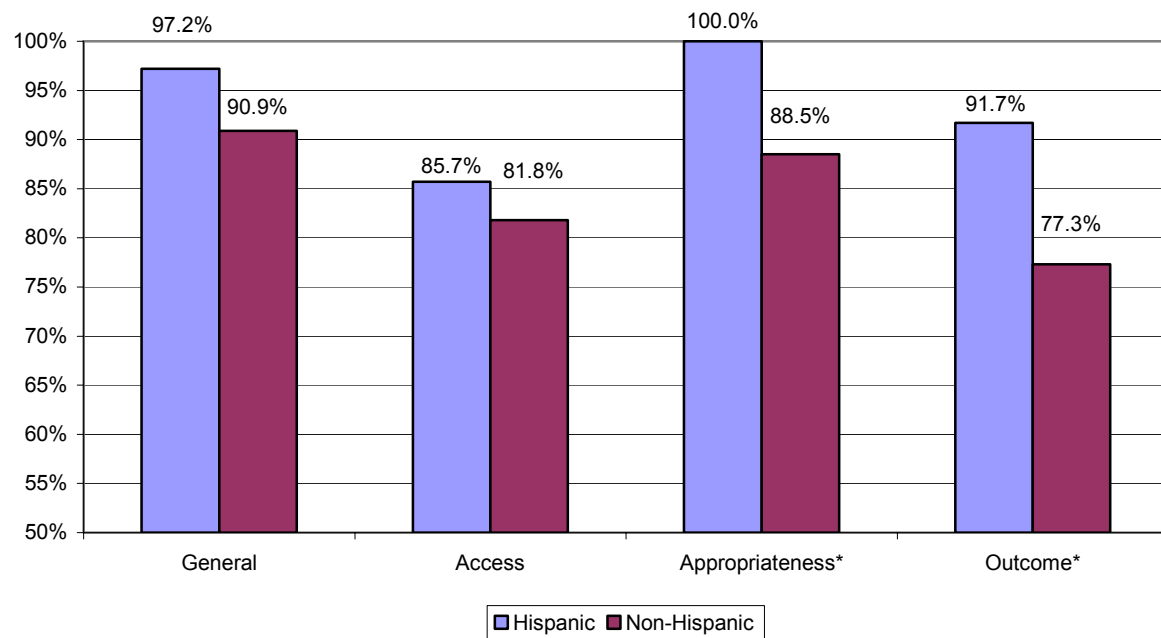


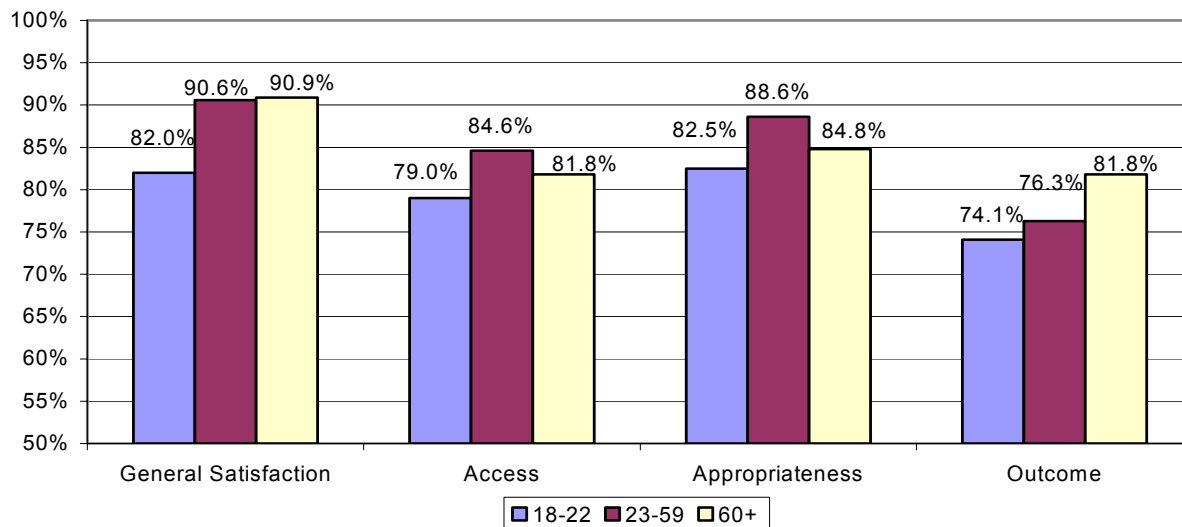
Figure 4: MH/SUD Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

There were no significant differences among the age groups of the consumers on any of the four satisfaction domains.

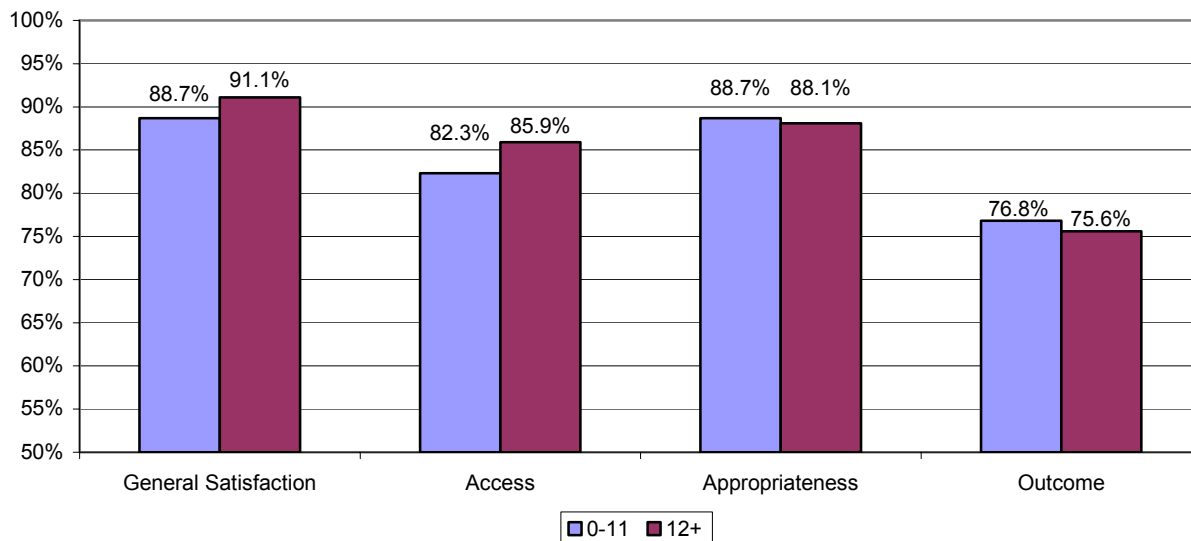
Figure 5: MH/SUD Consumer Satisfaction by Age



Did Satisfaction Differ by Length of Treatment?

Consumers who had been in treatment for over a year were no more likely to express positive perceptions on any domain than those who had been in treatment for less than one year.

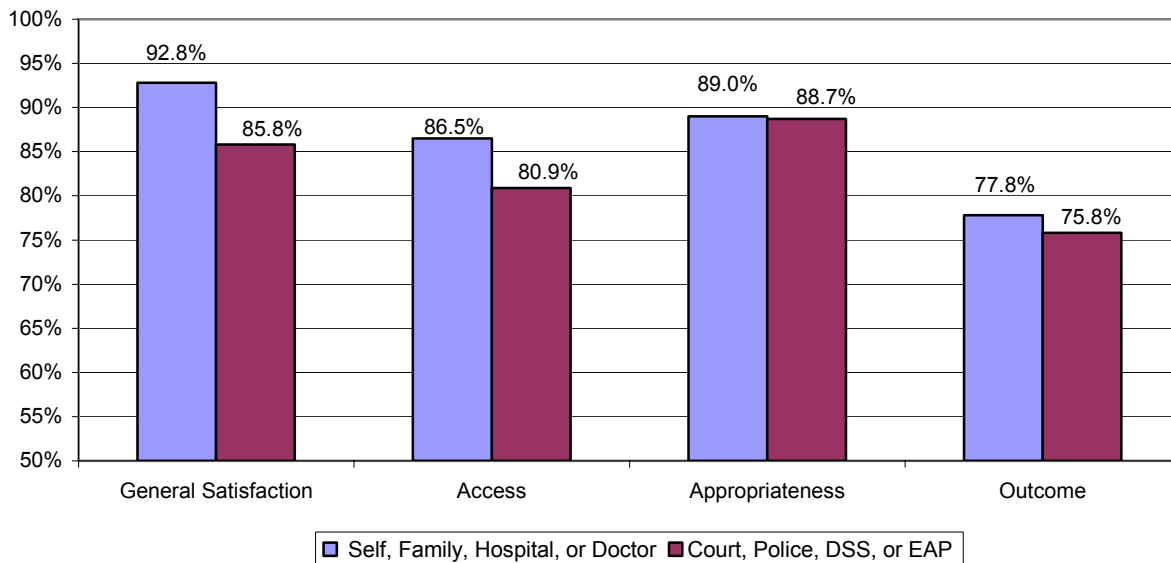
Figure 6: MH/SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

There was no significant difference regarding positive perceptions on any of the four domains between consumers who reported being self-referred or referred to services by family members, or a hospital or a doctor as opposed to those who were referred by the court, police, DSS or an EAP.

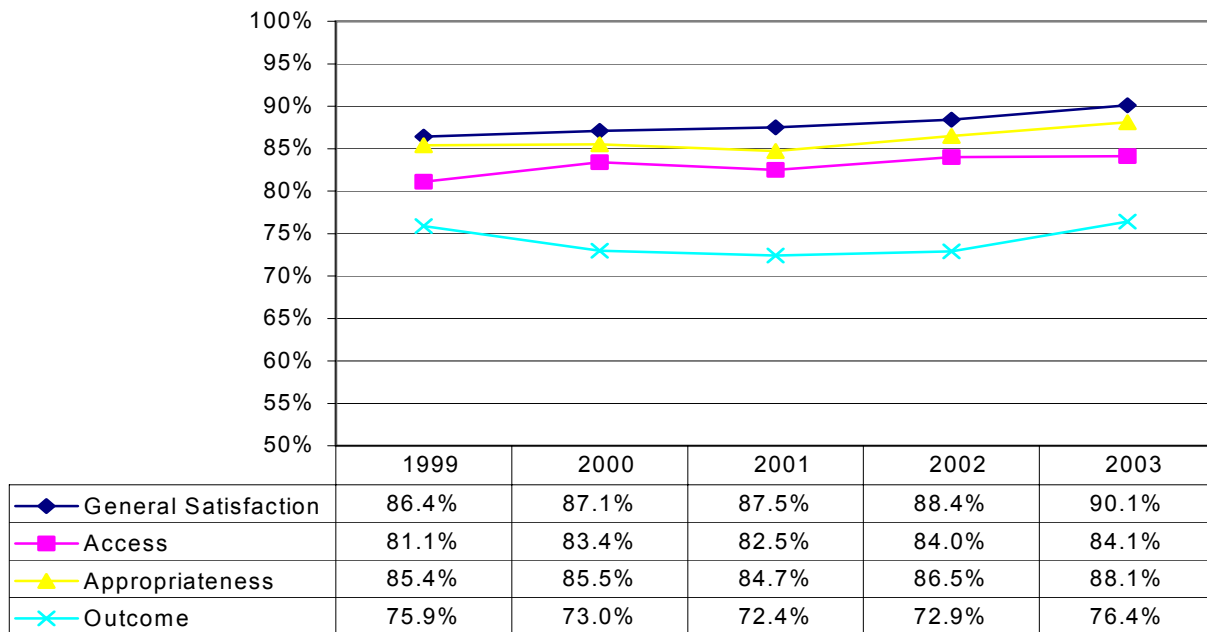
Figure 7: MH/SUD Consumer Satisfaction by Referral Source



Trends Over Time

- Overall, the percent of consumers reporting positive perceptions on all four domains has increased from 1999 – 2003.
- The percent satisfied on the general satisfaction domain increased over the five-year period from 86.4% to 90.1%.
- The percent satisfied on the access domain increased from 81.1% to 84.1%.
- The percent satisfied on the appropriateness domain increased from 85.4% to 88.1%.
- The percent reporting a positive perception on the outcome domain increased slightly from 75.9% to 76.4%.
- See Figure 8 on next page.

Figure 8: MH/SUD Consumer Satisfaction Trends 1999-2003



CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 9-12. These data have not been case mix adjusted.
- Only those CSBs with more than ten surveys for which the domain subscale could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Figure 9: MH/SUD Consumer Satisfaction- General Satisfaction Domain by CSB

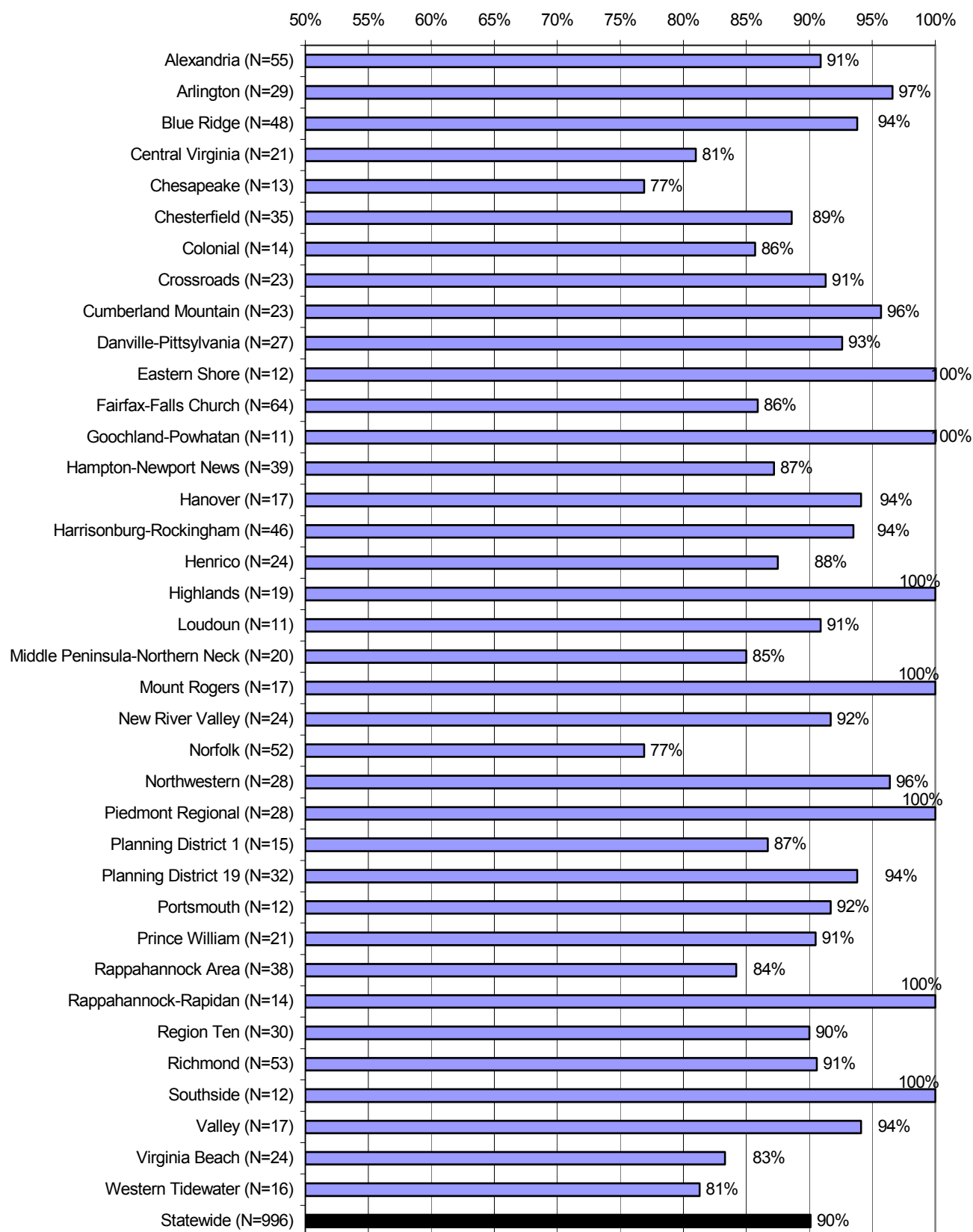


Figure 10: MH/SUD Consumer Satisfaction - Access Domain by CSB

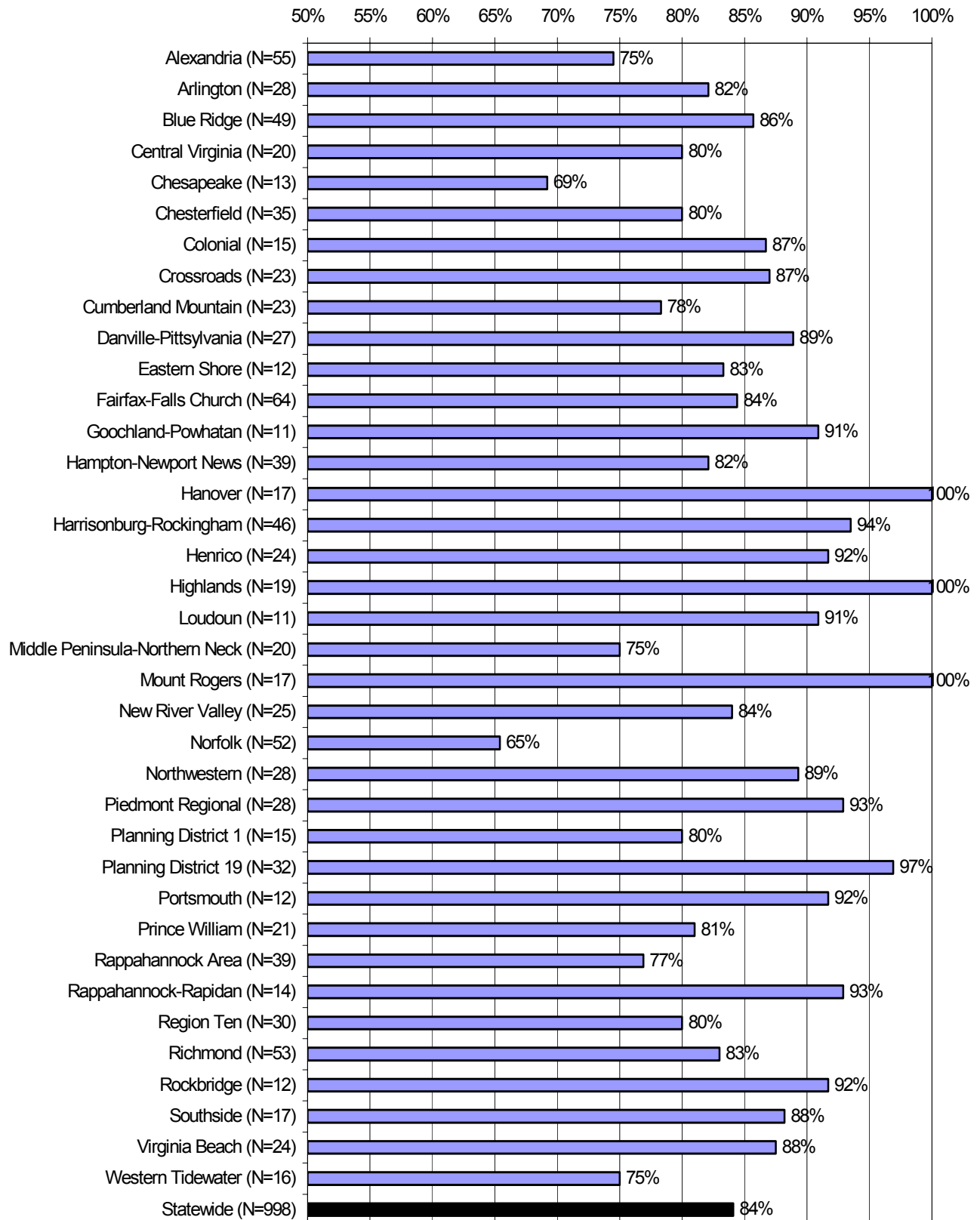


Figure 11: MH/SUD Consumer Satisfaction - Appropriateness Domain by CSB

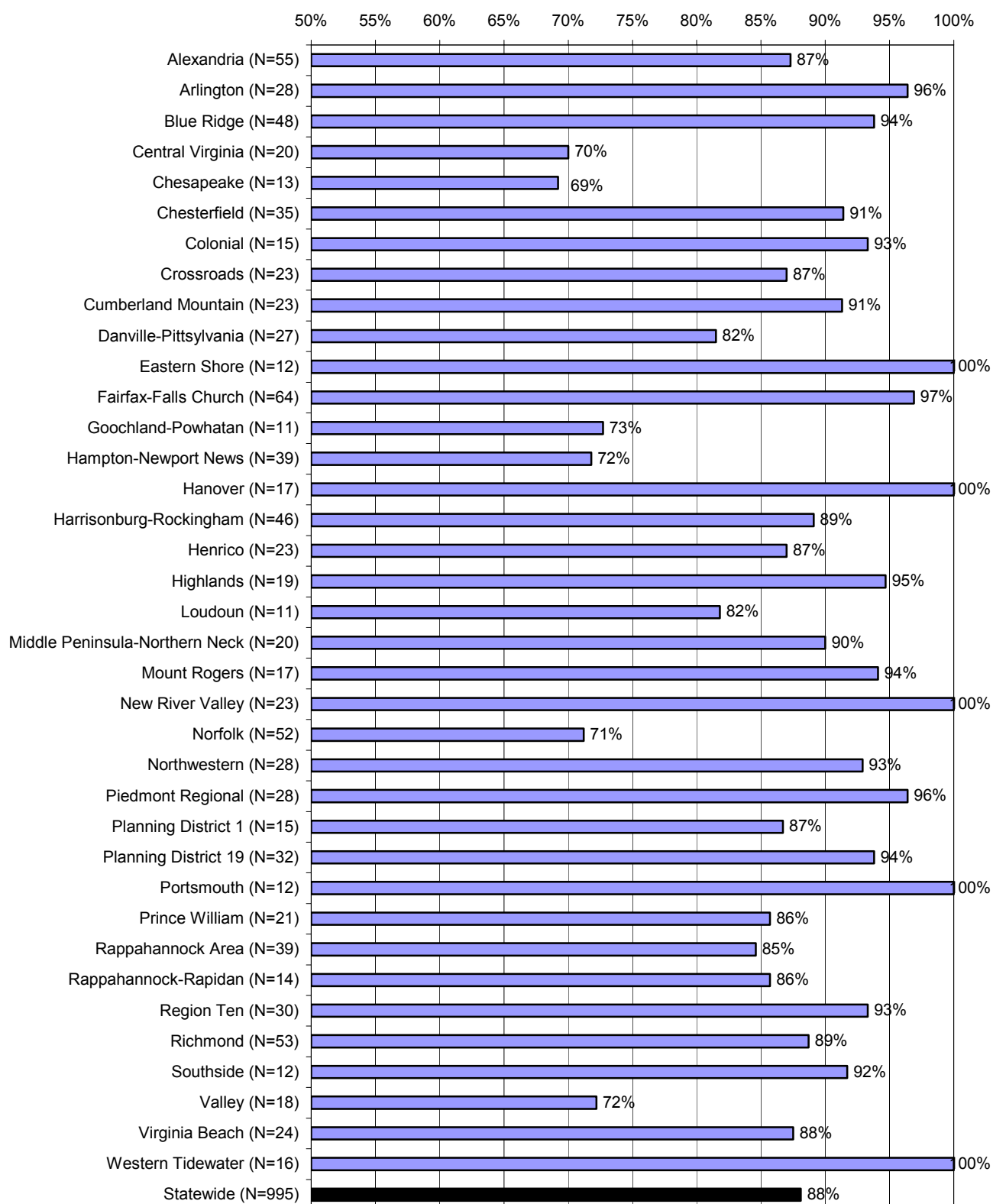
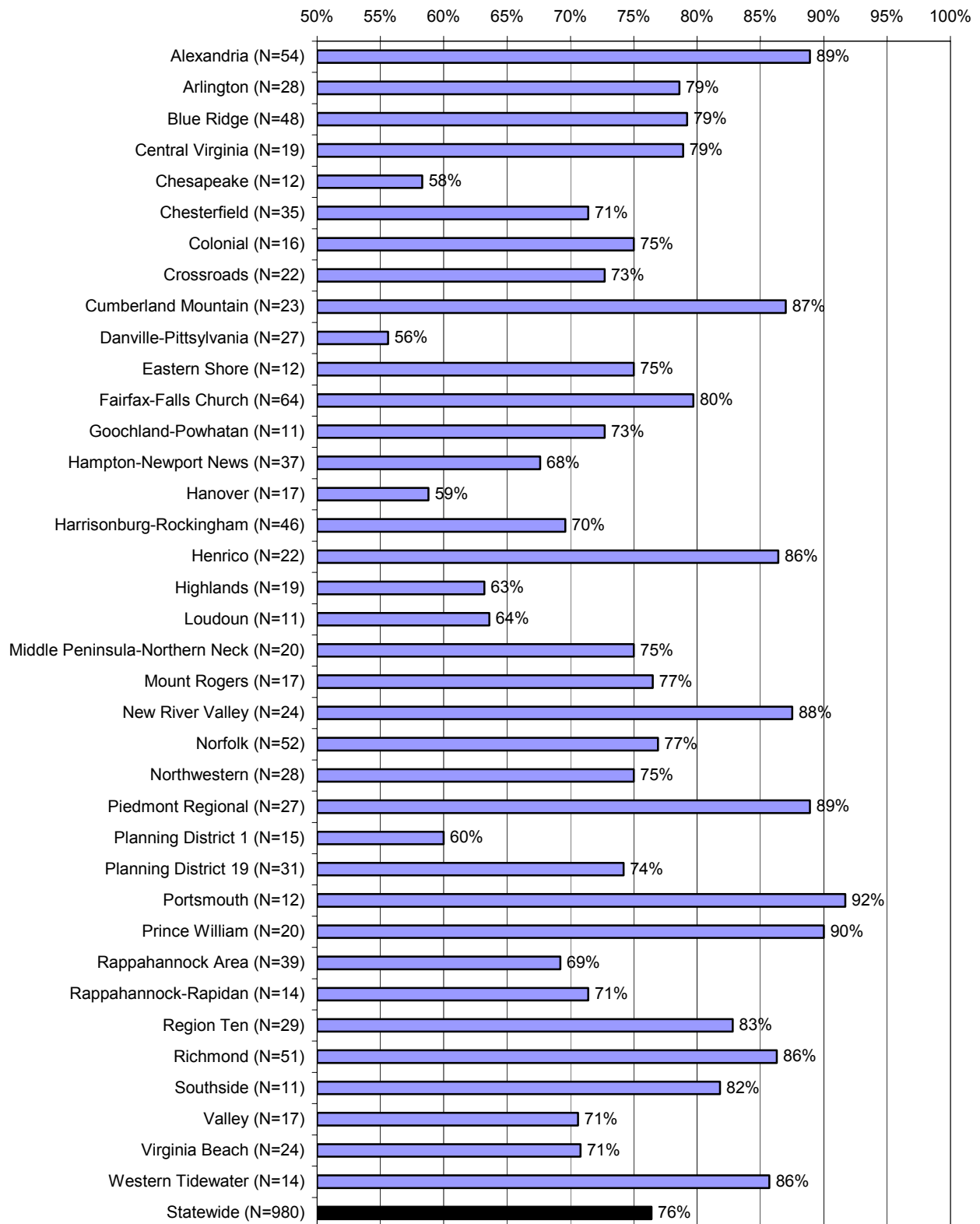


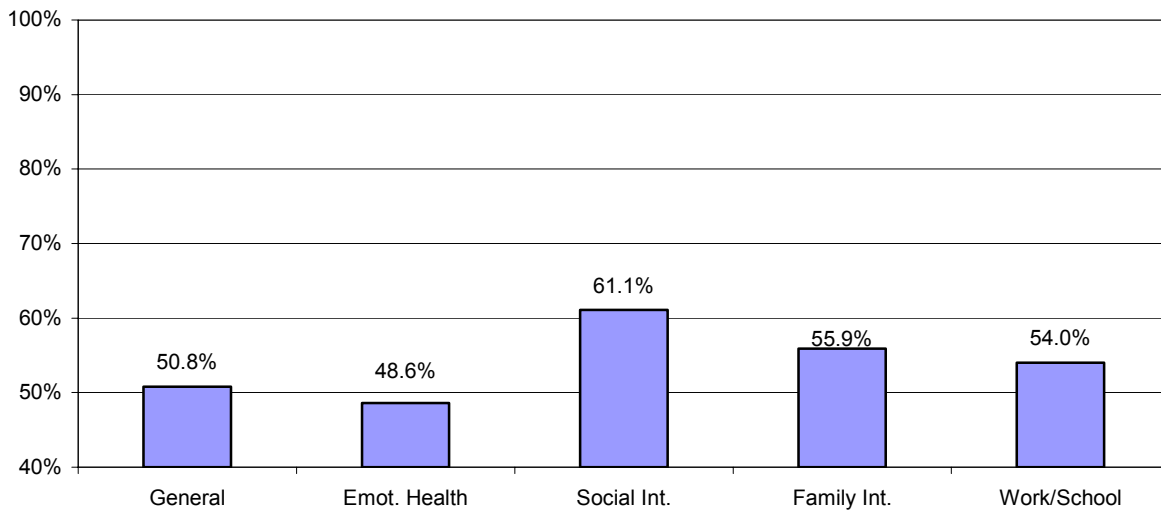
Figure 12: MH/SUD Consumer Satisfaction - Outcome Domain by CSB



Consumer Quality of Life

- Almost 51% expressed satisfaction with their quality of life in general
- About 49% expressed satisfaction with their emotional well-being.
- The highest satisfaction was the perception of social interaction (61.1%).
- The lowest was the perception of work or school (54%).
- Almost 56% reported satisfaction on the family interaction domain.

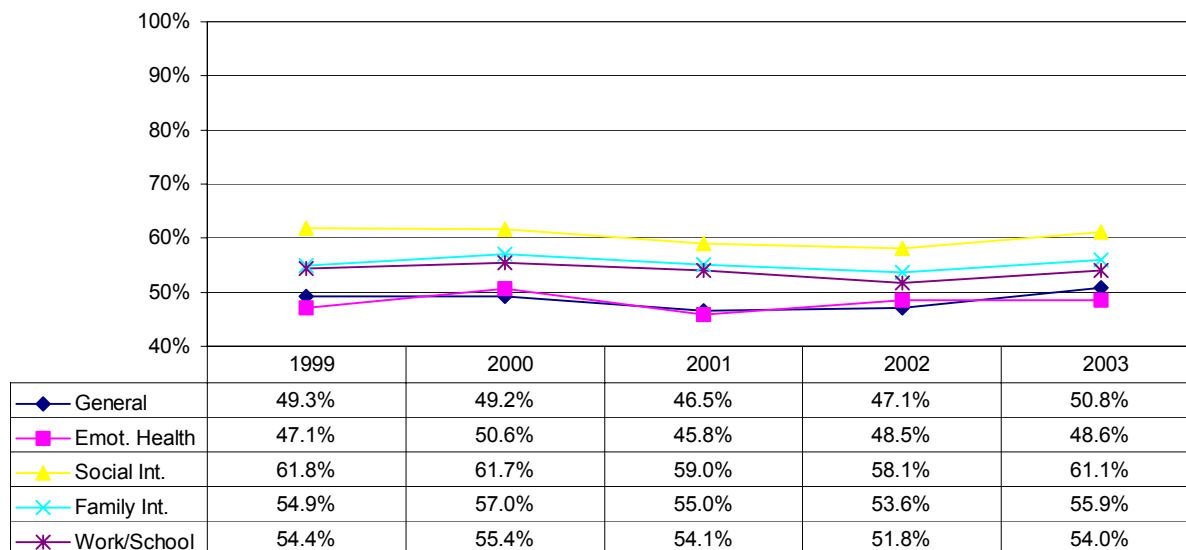
Figure 13: MH/SUD Consumer Satisfaction with Quality of Life



Consumer Quality of Life Trends

- Overall, the percent satisfied on all five domains has remained stable over time.
- The satisfaction percent is consistently much lower than those consumers receiving only SUD services.

Figure 14: MH/SUD Consumer Quality of Life Trends (1999-2003)



Discussion

A majority of these consumers express satisfaction on all domains, and the percent satisfied remains fairly stable over time. These consumers are almost evenly distributed by gender; however, males are more likely to express satisfaction on the access and outcomes domains than are females. White consumers outnumbered African-American consumers by more than two to one, and both races are more likely to express satisfaction on the appropriateness domain than the “Other” category. Hispanic consumers are more likely to express satisfaction on the appropriateness and outcome domains. Most consumers receiving MH/SUD services were between the ages of 23 and 59, and the majority have been in treatment for over a year. Unlike SUD consumers, there were no significant differences in satisfaction between age groups or the characteristics of treatment length and referral source. The quality of life satisfaction scores were noticeably lower than those of SUD consumers. These trends are stable over time as well, with the exception of the work/school domain, which rose sharply in 2001, and then declined for the following years.

This is a self-identified population and some research does point to the unavailability of appropriate treatment for this population. It would be interesting if we could link these consumers to what type of services they received. Historically, Virginia has not been able to document how well it meets the treatment needs of consumers with co-occurring substance use and mental health disorders.

APPENDIX – A

Table A-1: Survey Response Rates by CSB

Provider	Number of Scheduled Appointments	Number of Surveys with at Least One Scale Completed	Response Rate
Alexandria CSB	305	209	68.5%
Alleghany Highlands Community Services	61	51	83.6%
Arlington CSB	516	198	38.4%
Blue Ridge Behavioral Healthcare	291	189	64.9%
Central VA Community Services	379	214	56.5%
Chesapeake CSB	456	132	28.9%
Chesterfield CSB	439	149	33.9%
Colonial Services Board	91	91	100.0%
Crossroads Services Board	208	176	84.6%
Cumberland Mountain Comm. Services	218	205	94.0%
Danville Pittsylvania Comm. Services-SA	205	153	74.6%
Dickenson County Community Services	46	20	43.5%
District 19 Community Services Board	359	177	49.3%
Eastern Shore Community Services	87	69	79.3%
Fairfax Falls Church CSB	859	759	88.4%
Goochland Powhatan Comm. Services	46	33	71.7%
Hampton Newport News CSB	1372	423	30.8%
Hanover County CSB	91	83	91.2%
Harrisonburg Rockingham CSB	212	195	92.0%
Henrico Area MH&R Services Board	342	151	44.2%
Highlands Community Services Board	189	172	91.0%
Loudoun County CSB	301	103	34.2%
Middle Peninsula Northern Neck CSB	321	186	57.9%
Mt. Rogers Comm MH&MR Services	359	164	45.7%
New River Valley CSB	227	166	73.1%
Norfolk CSB	539	237	44.0%
Northwestern Community Services	282	171	60.6%
Piedmont Community Services	358	170	47.5%
Planning District One Behavioral Services	230	190	82.6%
Portsmouth Dept of Beh Healthcare	197	144	73.1%
Prince William County CSB	274	149	54.4%
Rappahannock Area CSB	441	297	67.3%
Rappahannock Rapidan CSB	298	126	42.3%
Region Ten CSB	269	225	83.6%
Richmond Behavioral Health Authority	585	280	47.9%
Rockbridge Area CSB	121	71	58.7%
Southside Community Services Board	167	117	70.1%
Valley Community Services Board	203	155	76.4%
Virginia Beach CSB	382	188	49.2%
Western Tidewater CSB	138	120	87.0%
Statewide	12,464	7,108	57.0%

Table A-2: Survey Response Rates by Service Area per CSB

Total	Provider	MH Total	SUD Total	MH/SUD Total	MH	SUD	MH/SUD
198	Alexandria CSB	67	76	55	34%	38%	28%
49	Alleghany Highlands Community Services	31	14	4	63%	29%	8%
178	Arlington CSB	62	87	29	35%	49%	16%
168	Blue Ridge Behavioral Healthcare	90	29	49	54%	17%	29%
169	Central Virginia Community Services	127	21	21	75%	12%	12%
112	Chesapeake CSB	43	56	13	38%	50%	12%
138	Chesterfield CSB	88	15	35	64%	11%	25%
87	Colonial MH & MR Services	30	41	16	34%	47%	18%
171	Crossroads Services Board	119	29	23	70%	17%	13%
195	Cumberland Mountain Community Services	102	70	23	52%	36%	12%
139	Danville-Pittsylvania Community Services	82	30	27	59%	22%	19%
18	Dickenson County Community Services	18	0	0	100%	0%	0%
163	District 19 CSB	114	17	32	70%	10%	20%
65	Eastern Shore CSB	46	7	12	71%	11%	18%
672	Fairfax-Falls Church CSB	294	314	64	44%	47%	10%
31	Goochland Powhatan CSB	18	2	11	58%	6%	35%
340	Hampton-Newport News CSB	214	87	39	63%	26%	11%
67	Hanover County CSB	49	1	17	73%	1%	25%
183	Harrisonburg-Rockingham CSB	119	17	47	65%	9%	26%
119	Henrico Area MH & MR Services Board	79	16	24	66%	13%	20%
150	Highlands Community Services	87	44	19	58%	29%	13%
90	Loudoun County CSB	70	9	11	78%	10%	12%
167	Middle Peninsula-Northern Neck CSB	56	91	20	34%	54%	12%
152	Mt Rogers Community Services Board	105	30	17	69%	20%	11%
156	New River Valley Community Services	96	35	25	62%	22%	16%
224	Norfolk CSB	86	86	52	38%	38%	23%
136	Northwestern Community Services	95	13	28	70%	10%	21%
142	Piedmont Community Services	92	22	28	65%	15%	20%
169	Planning District 1 CSB	123	31	15	73%	18%	9%
134	Portsmouth Behavioral Healthcare Services	69	53	12	51%	40%	9%
125	Prince William County CSB	28	75	22	22%	60%	18%
260	Rappahannock Area CSB	124	97	39	48%	37%	15%
103	Rappahannock-Rapidan CSB	78	11	14	76%	11%	14%
204	Region Ten CSB	94	80	30	46%	39%	15%
241	Richmond Behavioral Health Authority	44	144	53	18%	60%	22%
65	Rockbridge Area CSB	28	29	8	43%	45%	12%
101	Southside CSB	76	13	12	75%	13%	12%
127	Valley CSB	79	30	18	62%	24%	14%
160	Virginia Beach CSB	54	81	25	34%	51%	16%
116	Western Tidewater CSB	76	24	16	66%	21%	14%
6284	Statewide	3352	1927	1005	53%	31%	16%

Table A-3: 2003 Consumer Survey



Draft

CONSUMER SURVEY 2003

In order to improve services, we need to know what you think about the services you receive at this clinic and the people who provide them.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. Choose ONE response. If the question is about something you have not experienced, fill in the "Does not Apply" circle (# 9 - last column), to indicate that this item does not apply to you.

Shade Circles Like This--> ●
Not Like This--> ⊗ ⊙

	1	2	3	4	5	9
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
1. I like the services that I receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member-	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services is convenient (parking, public transportation, distance, etc.)-	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff are willing to see me as often as I feel it is necessary-	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff return my calls within 24 hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services are available at times that are good for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am able to get all services I think I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change, and recover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I feel comfortable asking questions about my treatment and medication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I feel free to complain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff tell me what medication side effects to watch for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respect my wishes about who is, and is not, to be given information about my treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I, not staff, decide my treatment goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff are sensitive to my cultural background (race, religion)-	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff help me obtain the information I need so that I can take charge of managing my illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a direct result of the services I receive:						
17. I deal more effectively with daily problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am better able to control my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am better able to deal with crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am getting along better with my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I do better in social settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I do better at work and/or school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. My symptoms are not bothering me as much	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please turn page over to complete survey.

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CSB Code 0 1 2 3 4 5 6 7 8 9

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Table A-3 continued



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Additional Items



The next five questions ask you to rate how satisfied you are with different parts of your life. Please answer them by filling in the circle below the statement that best describes how you feel about that part of your life. Choose ONE response. Possible answers range from "Terrible", which is the lowest ranking, to "Delighted", which is the highest ranking.

	Terrible 1	Unhappy 2	Mostly Dissatisfied 3	Mixed 4	Mostly Satisfied 5	Pleased 6	Delighted 7	Does Not Apply
1. How do you feel about your life in general?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How do you feel about your emotional well-being?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How do you feel about the things you do with other people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How do you feel about the way things are between you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How do you feel about your job or your school situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please choose ONE response for each of the following questions:

1. What is your age?

- ☐ 18-22 ☐ 65-74
☐ 23-59 ☐ 75+
☐ 60-64

3. What is your race/ethnic background?

- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African-American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Other

3a. Ethnicity

- ☐ Hispanic or Latino
☐ Not Hispanic or Latino

5. Who referred you (suggested that you come) to our organization?

- ☐ Physician or hospital
☐ Family or friends
☐ Employer/Employee Assistance Program
☐ Court or law enforcement
☐ Department of Social Services
☐ Self referred - came on my own
☐ Other

2. What is your gender?

- ☐ Female ☐ Male

4. What is the primary reason you are receiving services from this organization?

- ☐ Emotional/Mental health
☐ Alcohol or drugs
☐ Both emotional/mental health and alcohol/drugs

6. How long have you received services from this organization?

- ☐ Less than one month
☐ 1-2 months
☐ 3-5 months
☐ 6-11 months
☐ 12 months to 2 years
☐ More than 2 years to 5 years
☐ More than 5 years

Please provide any other comments you have about this organization and the services you have received:



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Table A-4: Consumer Satisfaction Item Responses

<i>General Satisfaction Domain</i>	Mean*	Standard Deviation	N	% Agree**	% Disagree**
I like the services that I receive.	1.63	0.81	6937	88.2%	2.7%
If I had other choices, I would still get services from this agency.	1.83	0.96	6882	81.2%	6.2%
I would recommend this agency to a friend or family member.	1.66	0.85	6856	88.1%	3.7%

<i>Access Domain</i>	Mean*	Standard Deviation	N	% Agree**	% Disagree**
The location of services is convenient (parking, public transportation, distance, etc.)	1.81	0.97	6901	83.5%	7.6%
Staff are willing to see me as often as I feel it is necessary.	1.70	0.86	6831	86.9%	4.2%
Staff return my calls within 24 hours.	1.85	0.95	6412	80.3%	6.6%
Services are available at time that are good for me.	1.76	0.91	6897	85.4%	5.8%

<i>Appropriateness Domain</i>	Mean*	Standard Deviation	N	% Agree**	% Disagree**
Staff here believe that I can grow, change, and recover.	1.66	0.82	6777	87.2%	3.0%
I feel free to complain.	1.81	0.90	6748	83.5%	5.4%
Staff tell me what medication side effects to watch for.	1.87	0.95	5953	79.9%	6.7%
Staff respect my wishes about who is, and is not, to be given information about my treatment.	1.62	0.81	6709	88.8%	3.0%
Staff are sensitive to my cultural background (race, religion).	1.80	0.88	6357	82.1%	3.9%
Staff help me obtain the information I need so that I can take charge of managing my illness.	1.74	0.85	6608	85.9%	3.9%

* Scale ranges from 1 "Strongly agree" to 5 "Strongly Disagree." Lower mean scores correspond with greater satisfaction.

** Percentages in the Agree column include those who responded "Agree" or "Strongly Agree" to the statement. Percentages in the Disagree column include those who responded "Disagree" or "Strongly Disagree." Percentages for consumers who responded "I am Neutral" are not shown, but can be calculated by subtracting the total of the % Agree and the % Disagree from 100%.

Table A-4 continued

<i>Outcome Domain</i> As a direct result of the services I receive:	Mean*	Standard Deviation	N	% Agree**	% Disagree**
I deal more effectively with daily problems.	1.90	0.92	6749	79.9%	5.8%
I am better able to control my life.	1.94	0.95	6725	78.1%	6.6%
I am better able to deal with crisis.	2.00	0.98	6701	75.5%	7.8%
I am getting along better with my family.	2.01	1.02	6578	74.1%	8.5%
I do better in social settings.	2.15	1.06	6612	68.3%	10.6%
I do better at work and/or school.	2.08	1.04	5457	69.9%	9.0%
My symptoms are not bothering me as much.	2.19	1.12	6588	69.1%	13.3%

<i>Other Scale Items</i>	Mean*	Standard Deviation	N	% Agree**	% Disagree**
I am able to get all services I think I need.	1.80	0.92	6886	83.9%	5.7%
I feel comfortable asking questions about my treatment and medication.	1.65	0.81	6737	88.8%	3.5%
I, not staff, decide my treatment goals.	2.03	1.03	6581	73.9%	9.3%

* Scale ranges from 1 "Strongly agree" to 5 "Strongly Disagree." Lower mean scores correspond with greater satisfaction.

** Percentages in the Agree column include those who responded "Agree" or "Strongly Agree" to the statement. Percentages in the Disagree column include those who responded "Disagree" or "Strongly Disagree." Percentages for consumers who responded "I am Neutral" are not shown, but can be calculated by subtracting the total of the % Agree and the % Disagree from 100%.

<i>Quality of Life</i>	Mean*	Standard Deviation	N	% Satisfied**	% Dissatisfied**
How do you feel about your life in general?	4.71	1.54	6475	57.8%	17.7%
How do you feel about your emotional well-being?	4.66	1.53	6455	57.2%	18.2%
How do you feel about the things you do with other people?	4.99	1.36	6361	67.3%	11.0%
How do you feel about the way things are between you and your family?	4.84	1.63	6202	62.9%	17.3%
How do you feel about your job or your school situation?	4.87	1.69	4495	63.1%	18.6%

* Scale ranges from 1 "Terrible" to 7 "Delighted." Greater mean scale score corresponds with greater satisfaction.

** Numbers in the Satisfied column include those who responded "Mostly Satisfied," "Pleased," or "Delighted" to the statement. Numbers in the Dissatisfied column include those who responded "Terrible," "Unhappy," or "Mostly Dissatisfied." Percentages for consumers who responded "Mixed" are not shown, but can be calculated by subtracting the total of the % Satisfied and the % Dissatisfied from 100%.

Table A-5: Consumer Satisfaction by Demographic and Treatment Characteristics

	Statewide		Mental Health (MH)		Substance Use Disorders (SUDs)		MH/SUDs	
	%	N	%	N	%	N	%	N
Male	51.8%	3375	37.8%	1259	76.1%	1452	51.1%	510
Female	48.2%	3135	62.2%	2069	23.9%	456	48.9	489
American Indian or Alaskan Native	2.0%	123	1.9%	62	1.7%	28	2.3%	22
Asian	1.4%	84	1.7%	56	1.1%	19	0.6%	6
African American	28.8%	1760	24.1%	775	36.5%	615	29.3%	281
Pacific Islander	0.3%	16	0.2%	5	0.5%	9	0.2%	2
White	65.4%	4002	70.7%	2278	57.1%	961	64.4%	618
Other	2.2%	136	1.4%	46	3.1%	52	3.1%	30
Hispanic	25.9%	443	12.1%	100	48.0%	270	14.7%	36
Non-Hispanic	74.1%	1266	87.9%	727	52.0%	293	85.3%	209
		1709						
18-22	8.9%	579	5.4%	177	16.8%	319	6.3%	63
23-59	84.5%	5472	84.7%	2785	81.2%	1541	90.4%	901
60 and above	6.6%	425	9.9%	327	2.0%	37	3.3%	33
Mental Health	53.3%	3352	100.0%	3352	--	--	--	--
Substance Abuse	30.7%	1927	--	--	100.0%	1927	--	--
Mental Health & Substance Abuse	16.0%	1005	--	--	--	--	100.0%	1005
Physician	25.8%	1621	41.2%	1318	1.6%	30	23.9%	226
Family or Friends	12.5%	785	15.7%	502	7.3%	137	10.6%	100
Employer or Employer Assistance	1.5%	94	1.3%	42	2.1%	39	1.0%	9
Court or Law Enforcement	27.2%	1710	5.0%	161	66.3%	1245	23.2%	219
DSS	5.1%	320	5.9%	189	3.1%	59	6.1%	58
Self	20.6%	1294	23.0%	734	13.3%	250	27.9%	263
Other	7.4%	464	7.9%	251	6.3%	118	7.3%	69
Less than 1 month	7.7%	498	4.4%	147	13.3%	254	7.4%	73
1-2 months	13.3%	860	6.6%	218	25.0%	476	13.1%	129
3-5 months	16.9%	1090	9.1%	302	31.3%	595	15.0%	147
6-11 months	13.1%	849	11.5%	379	15.8%	300	13.7%	135
1-2 years	14.8%	957	17.4%	576	8.2%	156	19.2%	189
3-5 years	14.4%	929	20.6%	682	4.0%	76	14.1%	138
More than 5 years	19.8%	1276	30.3%	1001	2.4%	46	17.4%	171

Table A-6: Satisfaction by Consumer Characteristics per Domain

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Statewide	86.9%	6973	82.6%	6994	86.7%	6925	74.0%	6785
Male	84.0%	3324	80.1%	3340	86.0%	3314	77.4%	3264
Female	90.2%	3101	85.5%	3110	87.9%	3082	70.7%	3021
African American	86.7%	1734	82.4%	1737	86.2%	1726	78.5%	1690
White	87.8%	3966	83.6%	3976	87.5%	3938	71.6%	3879
Other	77.2%	351	74.1%	355	79.8%	351	70.3%	340
Hispanic	91.7%	432	85.7%	435	93.3%	435	90.9%	430
Non-Hispanic	86.8%	1253	79.1%	1257	87.8%	1254	73.8%	1226
18-22	73.6%	564	73.3%	572	82.7%	561	69.9%	544
23-59	88.1%	5406	83.4%	5420	87.2%	5385	74.2%	5301
60 and above	93.1%	421	88.0%	424	89.7%	417	81.6%	408
Mental Health (MH)	91.8%	2051	87.9%	2056	88.9%	2035	67.2%	2000
Substance Abuse (SA)	79.7%	1903	76.4%	1912	85.3%	1888	81.8%	1855
MH & SA	90.1%	996	84.1%	998	88.1%	995	76.4%	980
Physician, Family or Friends, Employer	91.5%	2473	87.4%	2475	88.9%	2460	73.9%	2425
DSS/Court	79.1%	1995	77.1%	2009	85.3%	1978	78.3%	1946
Self, Other	90.1%	1739	82.8%	1746	86.7%	1735	71.2%	1706
Less Than One Year	83.8%	3250	80.0%	3265	85.9%	3220	74.4%	3144
More Than One Year	90.5%	3132	85.7%	3138	88.2%	3131	74.0%	3092

Table A-7: Consumer Satisfaction Trend Across Domains

Domain	1999		2000		2001		2002		2003	
	%	N	%	N	%	N	%	N	%	N
General Satisfaction	84.2%	7,209	85.2%	7,377	85.8%	7,358	86.6%	7,067	86.9%	6,973
Access	80.9%	7,220	82.8%	7,393	82.6%	7,375	84.3%	6,953	82.6%	6,994
Appropriateness	84.2%	7,096	84.9%	7,304	85.1%	7,301	85.6%	7,007	86.7%	6,925
Outcome	72.7%	6,978	72.0%	7,154	73.6%	7,175	74.2%	6,897	74.0%	6,785

Table A-8: Consumer Satisfaction - Quality of Life Trends (1999-2003)

Domain	1999		2000		2001		2002		2003	
	%	N	%	N	%	N	%	N	%	N
Life in General	55.3%	6,616	55.7%	6,796	55.9%	6,908	57.8%	6,561	57.8%	6,475
Emotional Health	54.7%	6,600	56.5%	6,764	56.3%	6,887	57.7%	6,533	57.2%	6,455
Social Interaction	66.5%	6,472	65.7%	6,679	65.6%	6,767	67.2%	6,437	67.3%	6,361
Family Interaction	62.3%	6,511	62.2%	6,667	62.9%	6,768	63.8%	6,455	62.9%	6,202
Work/School	62.5%	4,798	62.9%	4,803	61.9%	4889	63.9%	4,623	63.1%	4,495

APPENDIX – B

Table B-1: MH Consumer Survey Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
18-22	151	4.7%	204	5.8%	166	4.8%	176	5.2%	177	5.4%
23-59	2799	87.5%	3040	86.0%	2913	84.9%	2857	84.3%	2785	84.7%
60-64	130	4.1%	140	4.0%	176	5.1%	176	5.2%	184	5.6%
65-74	94	2.9%	109	3.1%	139	4.1%	144	4.2%	104	3.2%
75+	25	0.8%	41	1.2%	38	1.1%	36	1.1%	39	1.2%
TOTAL	3199	100.0%	3534	100.0%	3432	100.0%	3389	100.0%	3289	100.0%

<i>Gender</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	2013	63.9%	2176	62.2%	2139	62.6%	2142	63.1%	2069	62.2%
Male	1135	36.1%	1325	37.8%	1280	37.4%	1253	36.9%	1259	37.8%
TOTAL	3148	100.0%	3501	100.0%	3419	100.0%	3395	100.0%	3328	100.0%

<i>Race</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Alaskan Native	2	0.1	3	0.1	6	0.2	7	0.2	2	0.1
Asian or Pacific Islander	27	0.9	43	1.2	45	1.3	42	1.2	27	0.9
White, Non-Hispanic	2209	69.7	2410	68.7	2314	67.7	2332	69.1	2209	69.7
Black/African American, Non-Hispanic	757	23.9	825	23.5	844	24.7	761	22.5	757	23.9
American Indian	51	1.6	48	1.4	54	1.6	41	1.2	51	1.6
Hispanic	46	1.5	86	2.5	77	2.3	130	3.8	46	1.5
American Indian/Alaska Native									62	1.9
Asian									56	1.7
Black									775	24.1
Native Hawaiian/Pacific Islander									5	0.2
White									2278	70.7
Other	79	2.5	94	2.7	77	2.3	64	1.9	46	1.4
TOTAL	3171	100.0	3509	100.0	3417	100.0	3377	100.0	3222	100.0

<i>Reason for Receiving Services</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
MH	3292	100.0%	3650	100.0%	3500	100.0%	3474	100.0%	3352	100.0%
MH+SUDS	0	0	0	0	0	0	0	0	0	0
SUDS	0	0	0	0	0	0	0	0	0	0
TOTAL	3292	100.0%	3650	100.0%	3500	100.0%	3474	100.0%	3352	100.0%

Table B-1 continued

<i>Referral Source</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Physician or Hospital	1165	37.2%	1419	40.8%	1396	41.7%	1363	44.4%	1318	44.7%
Family or Friends	497	15.9%	578	16.6%	536	16.0%	514	16.7%	502	17.0%
Employer/Employee Assistance Program	55	1.8%	44	1.3%	29	0.9%	39	1.3%	42	1.4%
Court or Law Enforcement	218	7.0%	206	5.9%	196	5.9%	215	7.0%	161	5.5%
Department of Social Services	194	6.2%	191	5.5%	201	6.0%	192	6.3%	189	6.4%
Self-Referred	723	23.1%	727	20.9%	704	21.0%	744	24.2%	734	24.9%
Other	276	8.8%	317	9.1%	287	8.6%	4	0.1%	3	0.1%
TOTAL	3128	100.0%	3482	100.0%	3349	100.0%	3071	100.0%	2949	100.0%

<i>Service Period</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less Than One Month	185	5.8%	186	5.2%	167	4.9%	162	4.7%	147	4.4%
1-2 Months	272	8.5%	275	7.7%	241	7.0%	243	7.1%	218	6.6%
3-5 Months	350	10.9%	388	10.9%	312	9.1%	301	8.8%	302	9.1%
6-11 Months	353	11.0%	363	10.2%	361	10.5%	358	10.5%	379	11.5%
12 Months to 2 Years	604	18.8%	653	18.4%	613	17.8%	600	17.6%	576	17.4%
More Than 2 Years to 5 Years	559	17.4%	594	16.7%	680	19.8%	704	20.6%	682	20.6%
More Than 5 Years	887	27.6%	1097	30.8%	1068	31.0%	1049	30.7%	1001	30.3%
TOTAL	3210	100.0%	3556	100.0%	3442	100.0%	3417	100.0%	3305	100.0%

<i>Hispanic Origin</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Hispanic									100	12.1%
Non-Hispanic									727	87.9%
TOTAL									827	100.0%

Table B-2: MH Consumer Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2003	1.54	0.74	3312	91.7%	2.1%
2002	1.55	0.76	3427	91.5%	2.4%
2001	1.55	0.76	3448	91.2%	2.4%
2000	1.57	0.78	3607	90.6%	2.6%
1999	1.55	0.75	3244	90.9%	2.1%
If I had other choices, I would still get services from this agency.					
2003	1.71	0.89	3288	85.3%	4.7%
2002	1.71	0.88	3401	86.2%	4.8%
2001	1.71	0.89	3412	85.5%	5.2%
2000	1.75	0.92	3579	84.7%	5.7%
1999	1.75	0.93	3228	84.4%	5.5%
I would recommend this agency to a friend or family member.					
2003	1.55	0.75	3267	91.5%	2.3%
2002	1.59	0.78	3367	91.0%	2.9%
2001	1.59	0.80	3396	90.7%	3.1%
2000	1.60	0.80	3557	90.8%	3.1%
1999	1.58	0.79	3219	90.8%	2.9%
Access					
The location of services is convenient (parking, public transportation, distance, etc.).					
2003	1.74	0.93	3286	85.5%	6.6%
2002	1.48	0.89	31	90.3%	3.2%
2001	1.71	0.91	3387	86.9%	6.0%
2000	1.77	0.96	3576	85.1%	7.3%
1999	1.71	0.89	3205	87.0%	5.5%
Staff are willing to see me as often as I feel it is necessary.					
2003	1.63	0.83	3280	89.0%	3.8%
2002	1.66	0.83	3372	88.6%	3.8%
2001	1.63	0.84	3384	89.1%	4.0%
2000	1.65	0.83	3559	88.7%	3.9%
1999	1.65	0.85	3200	88.8%	4.5%
Staff returns my calls within 24 hours.					
2003	1.76	0.91	3108	83.8%	5.9%
2002	1.78	0.91	3211	83.9%	5.9%
2001	1.74	0.93	3188	85.0%	6.0%
2000	1.73	0.87	3334	85.6%	4.8%
1999	1.72	0.90	2979	86.1%	5.5%

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Services are available at times that are good for me.					
2003	1.61	0.78	3305	90.8%	3.1%
2002	1.61	0.77	3406	91.2%	3.1%
2001	1.62	0.80	3422	90.4%	3.4%
2000	1.63	0.81	3570	90.3%	3.8%
1999	1.62	0.82	3238	90.3%	4.0%
Appropriateness					
Staff here believe that I can grow, change, and recover					
2003	1.67	0.81	3226	86.4%	2.8%
2002	1.69	0.82	3342	86.7%	3.0%
2001	1.68	0.82	3360	86.7%	3.0%
2000	1.71	0.83	3506	85.5%	3.3%
1999	1.69	0.82	3141	86.5%	3.1%
I feel free to complain.					
2003	1.76	0.88	3207	84.9%	5.0%
2002	1.79	0.91	3338	84.3%	5.5%
2001	1.75	0.89	3370	85.5%	4.8%
2000	1.81	0.91	3524	82.9%	5.5%
1999	1.80	0.92	3177	83.9%	6.2%
Staff tell me what medication side effects to watch for.					
2003	1.80	0.93	3033	83.6%	6.7%
2002	1.87	0.96	3120	80.8%	7.6%
2001	1.83	0.95	3129	83.0%	7.3%
2000	1.85	0.98	3253	82.3%	8.0%
1999	1.81	0.95	2846	83.0%	6.9%
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2003	1.56	0.76	3224	91.1%	2.2%
2002	1.59	0.78	3332	90.4%	2.6%
2001	1.58	0.78	3319	91.2%	2.8%
2000	1.60	0.76	3464	90.8%	2.4%
1999	1.58	0.77	3105	90.5%	2.6%
Staff are sensitive to my cultural background (race, religion).					
2003	1.73	0.85	3017	84.2%	3.3%
2002	1.75	0.84	3110	84.1%	3.2%
2001	1.77	0.89	3119	83.3%	4.2%
2000	1.81	0.90	3240	81.9%	4.6%
1999	1.81	0.91	2899	82.1%	4.8%
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2003	1.72	0.84	3180	86.7%	3.9%
2002	1.75	0.86	3267	85.2%	4.1%
2001	1.74	0.86	3307	85.8%	4.1%

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
2000	1.74	0.84	3425	86.2%	3.7%
1999	1.74	0.86	3078	86.1%	4.5%
2000	1.74	0.84	3425	86.2%	3.7%
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2003	1.93	0.95	3236	78.2%	6.8%
2002	1.94	0.94	3360	78.8%	7.0%
2001	1.92	0.95	3389	79.0%	7.1%
2000	1.96	0.95	3517	78.0%	6.9%
1999	1.95	0.94	3178	78.4%	7.0%
As a direct result of the services I receive, I am better able to control my life.					
2003	2.01	0.99	3224	74.8%	8.3%
2002	2.00	0.96	3366	76.1%	7.5%
2001	1.99	0.97	3378	75.7%	7.7%
2000	2.03	0.97	3521	74.3%	8.0%
1999	2.05	0.99	3175	73.5%	8.9%
As a direct result of the services I receive, I am better able to deal with crisis.					
2003	2.08	1.03	3209	72.2%	10.2%
2002	2.08	1.01	3329	72.5%	9.5%
2001	2.10	1.02	3327	71.3%	9.9%
2000	2.12	1.03	3491	70.2%	10.0%
1999	2.12	1.02	3136	70.6%	10.3%
As a direct result of the services I receive, I am getting along better with my family.					
2003	2.11	1.07	3143	70.3%	10.5%
2002	2.09	1.03	3220	72.0%	9.9%
2001	2.10	1.04	3254	70.6%	9.7%
2000	2.14	1.06	3403	69.3%	10.8%
1999	2.13	1.06	3042	69.9%	10.7%
As a direct result of the services I receive, I do better in social settings.					
2003	2.26	1.11	3150	63.5%	13.8%
2002	2.25	1.10	3284	65.7%	13.5%
2001	2.27	1.11	3275	64.5%	14.4%
2000	2.26	1.09	3429	63.9%	12.8%
1999	2.26	1.09	3047	64.1%	13.3%
As a direct result of the services I receive, I do better at work and/or school.					
2003	2.20	1.10	2329	64.7%	12.1%
2002	2.23	1.08	2445	64.3%	12.3%
2001	2.28	1.12	2412	62.2%	13.3%
2000	2.25	1.09	2510	62.9%	12.2%

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
1999	2.25	1.09	2302	62.6%	12.0%
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2003	2.32	1.18	3206	64.1%	17.2%
2002	2.30	1.15	3304	65.6%	16.1%
2001	2.35	1.17	3350	63.0%	17.6%
2000	2.33	1.15	3459	64.0%	16.6%
1999	2.33	1.17	3088	63.6%	17.1%
I am able to get all services I think I need.					
2003	1.73	0.89	3288	85.6%	5.6%
2002	1.77	0.91	3392	85.1%	6.0%
2001	1.74	0.91	3410	86.2%	5.3%
2000	1.76	0.90	3560	85.1%	5.6%
1999	1.76	0.91	3201	85.1%	5.8%
I feel comfortable asking questions about my treatment and medication.					
2003	1.59	0.79	3244	90.7%	3.1%
2002	1.62	0.79	3357	90.3%	3.5%
2001	1.59	0.78	3373	91.2%	3.2%
2000	1.62	0.80	3541	90.5%	3.4%
1999	1.60	0.78	3164	91.0%	3.1%
I, not staff, decide my treatment goals.					
2003	1.97	0.99	3134	75.3%	8.1%
2002	2.01	0.99	3214	75.1%	8.5%
2001	2.01	1.02	3259	74.8%	9.2%
2000	2.02	0.99	3378	73.4%	8.4%
1999	2.05	1.03	3039	73.1%	9.8%

Table B-3: MH Consumer Satisfaction by Characteristics per Domain (1999-2003)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH								
2003	90.70%	3,322	86.40%	3,327	88.10%	3,306	69.20%	3,251
2002	90.20%	3,433	88.40%	3,405	86.40%	3,412	70.50%	3,370
2001	90.10%	3,458	88.00%	3,469	87.30%	3,444	69.30%	3,393
2000	89.40%	3,615	86.80%	3,622	86.40%	3,596	67.80%	3,536
1999	89.90%	3,255	87.30%	3,268	86.80%	3,215	68.70%	3,188

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Female								
2003	91.80%	2,051	87.90%	2,056	88.90%	2,035	67.20%	2,000
2002	91.30%	2,115	89.40%	2,095	87.00%	2,099	70.90%	2,068
2001	90.50%	2,117	88.40%	2,122	88.80%	2,108	67.80%	2,065
2000	90.70%	2,156	87.80%	2,162	87.80%	2,141	66.80%	2,102
1999	91.30%	1,995	88.20%	2,000	88.10%	1,968	68.00%	1,956
MH: Male								
2003	88.90%	1,248	83.80%	1,248	86.80%	1,247	72.50%	1,229
2002	89.00%	1,240	86.50%	1,234	85.40%	1,237	70.10%	1,229
2001	89.20%	1,264	86.90%	1,269	84.80%	1,256	71.90%	1,249
2000	87.70%	1,314	85.10%	1,316	84.70%	1,311	69.20%	1,293
1999	87.80%	1,119	85.60%	1,127	84.40%	1,105	69.20%	1,093

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: White								
2003	91.90%	2,260	87.20%	2,268	88.80%	2,248	67.60%	2,221
2002	90.30%	2,316	88.50%	2,291	86.60%	2,302	69.40%	2,281
2001	90.50%	2,293	88.00%	2,299	88.00%	2,282	67.70%	2,253
2000	89.80%	2,392	87.60%	2,395	87.40%	2,379	66.40%	2,341
1999	90.70%	2,194	87.60%	2,194	87.40%	2,166	66.90%	2,139
MH: African-American								
2003	89.20%	769	86.70%	765	87.90%	766	74.50%	746
2002	90.30%	750	89.90%	749	85.90%	745	71.90%	736
2001	89.60%	829	89.20%	833	86.20%	827	71.40%	810
2000	89.60%	814	85.90%	817	85.80%	811	71.70%	799
1999	88.50%	742	86.30%	751	86.10%	736	73.40%	736
MH: Other								
2003	82.50%	166	74.90%	167	79.50%	166	67.50%	163
2002	88.30%	273	83.60%	274	83.90%	274	73.80%	267
2001	87.90%	256	83.30%	257	83.70%	257	75.40%	252
2000	88.90%	271	84.90%	271	82.80%	267	68.70%	262
1999	87.60%	201	87.60%	202	82.70%	197	73.90%	199

Table B-3 continued

<i>Service Area and Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 0-11 months								
2003	90.00%	1,036	85.30%	1,038	86.40%	1,024	62.90%	999
2002	88.20%	1,049	85.90%	1,036	83.90%	1,039	62.80%	1,019
2001	89.20%	1,071	85.80%	1,072	87.00%	1,057	61.80%	1,023
2000	88.10%	1,198	85.40%	1,202	85.90%	1,185	62.20%	1,156
1999	88.30%	1,137	87.30%	1,149	87.20%	1,106	62.90%	1,101
MH: 12+ months								
2003	90.80%	2,240	87.00%	2,243	89.00%	2,236	72.00%	2,207
2002	91.30%	2,330	89.60%	2,318	87.50%	2,322	74.00%	2,303
2001	90.50%	2,336	89.00%	2,344	87.40%	2,334	72.80%	2,318
2000	90.20%	2,325	87.70%	2,329	87.00%	2,321	70.70%	2,295
1999	90.90%	2,037	87.20%	2,039	86.50%	2,031	72.00%	2,013

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Self, Family, Hospital, or Doctor								
2003	91.30%	2,533	87.20%	2,533	88.60%	2,518	69.10%	2,481
2002	91.10%	2,597	89.30%	2,576	87.10%	2,586	70.40%	2,553
2001	91.10%	2,611	88.80%	2,616	88.30%	2,603	68.80%	2,574
2000	89.70%	2,702	87.50%	2,704	86.80%	2,683	68.00%	2,651
1999	91.50%	2,363	88.70%	2,368	87.90%	2,344	69.50%	2,324
MH: Court, Police, DSS, or EAP								
2003	86.90%	389	83.90%	391	85.70%	384	74.20%	384
2002	88.00%	440	85.60%	437	85.40%	432	75.30%	430
2001	85.50%	414	83.50%	418	84.40%	409	71.70%	406
2000	85.60%	437	82.70%	439	83.90%	435	69.90%	425
1999	84.90%	457	83.10%	462	84.80%	447	68.30%	445

<i>Service Area and Age Group</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 18-22								
2003	84.90%	172	80.00%	175	85.50%	172	64.70%	170
2002	87.40%	175	85.70%	175	83.20%	173	69.60%	171
2001	87.30%	166	85.50%	165	85.90%	163	67.70%	161
2000	84.20%	202	85.10%	202	87.00%	200	71.00%	200
1999	84.60%	149	78.40%	148	80.00%	145	71.40%	147
MH: 23-59								
2003	90.80%	2,762	86.60%	2,765	88.00%	2,752	68.40%	2,710
2002	90.50%	2,830	88.30%	2,809	86.40%	2,817	69.00%	2,787
2001	89.80%	2,881	87.70%	2,892	86.90%	2,879	68.20%	2,837
2000	89.50%	3,012	86.70%	3,021	86.10%	2,997	66.70%	2,946
1999	90.00%	2,771	87.50%	2,782	86.40%	2,737	67.60%	2,711

Table B-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 60+								
2003	93.90%	326	89.60%	326	90.30%	321	79.90%	314
2002	92.00%	349	90.70%	344	89.00%	345	84.00%	337
2001	93.70%	349	92.50%	348	92.70%	341	82.60%	333
2000	93.00%	287	91.50%	284	88.80%	285	78.60%	280
1999	93.50%	245	91.10%	247	93.90%	245	81.40%	242

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Hispanic								
2003	94.00%	100	92.90%	98	93.90%	99	81.30%	96
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0
MH: Non-Hispanic								
2003	90.90%	718	82.50%	722	89.30%	719	69.70%	709
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Quality Of Life Domains

<i>Service Area</i>	General		Emot.		Social Int.		Family Int.		Work/School	
	%	N	%	N	%	N	%	N	%	N
MH										
2003	48.10%	3,273	47.30%	3,271	59.70%	3,227	55.30%	3,194	54.70%	1,864
2002	49.10%	3,406	47.80%	3,386	59.20%	3,319	56.50%	3,322	54.50%	1,993
2001	46.30%	3,439	46.90%	3,422	57.10%	3,351	54.80%	3,359	52.30%	1,962
2000	45.90%	3,577	45.90%	3,557	57.70%	3,508	53.90%	3,508	52.50%	2,066
1999	44.80%	3,216	43.70%	3,205	58.10%	3,143	53.20%	3,162	52.10%	1,931

Table B-4: MH Consumer Satisfaction Trend Across Domains (1999-2003)

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
CSB Name								
Alexandria	93.9%	66	77.6%	67	80.6%	67	73.1%	67
Alleghany Highlands	96.7%	30	100.0%	31	86.2%	29	73.3%	30
Arlington	98.4%	61	96.7%	61	95.1%	61	91.7%	60
Blue Ridge	92.2%	90	91.1%	90	86.7%	90	68.5%	89
Central Virginia	86.2%	123	90.1%	121	86.2%	123	75.4%	118
Chesapeake	87.8%	41	81.4%	43	93.0%	43	70.7%	41
Chesterfield	87.5%	88	85.2%	88	85.2%	88	58.6%	87
Colonial Services Board	96.7%	30	83.3%	30	96.7%	30	71.4%	28
Crossroads	91.6%	119	90.8%	119	93.2%	118	69.8%	116
Cumberland Mountain	95.1%	102	90.2%	102	94.1%	102	74.0%	100
Danville-Pittsylvania	86.6%	82	85.4%	82	82.9%	82	63.8%	80
Dickenson	94.4%	18	94.4%	18	94.4%	18	66.7%	18
Eastern Shore	97.8%	46	87.0%	46	89.1%	46	84.8%	46
Fairfax-Falls Church	84.6%	292	78.1%	292	85.2%	290	69.0%	287
Goochland-Powhatan	100.0%	18	100.0%	18	100.0%	18	94.1%	17
Hampton-Newport News	90.5%	211	89.6%	211	87.1%	209	71.4%	206
Hanover	89.8%	49	85.7%	49	81.6%	49	58.3%	48
Harrisonburg-Rockingham	90.8%	119	86.6%	119	88.2%	119	73.7%	118
Henrico	85.9%	78	84.6%	78	87.0%	77	58.1%	74
Highlands	93.0%	86	95.3%	85	89.2%	83	58.5%	82
Loudoun	94.2%	69	85.5%	69	89.6%	67	65.7%	67
Middle Peninsula-Northern Neck	91.1%	56	83.9%	56	85.2%	54	77.8%	54
Mount Rogers	96.1%	103	93.3%	104	91.3%	104	60.4%	101
New River Valley	91.7%	96	85.3%	95	84.4%	96	64.9%	94
Norfolk	94.1%	85	87.1%	85	84.7%	85	76.5%	85
Northwestern	92.6%	95	89.4%	94	91.5%	94	63.8%	94
Piedmont Regional	97.8%	92	90.2%	92	94.6%	92	64.4%	90
Planning District 1	92.7%	123	93.5%	123	91.9%	123	64.5%	121
Planning District 19	86.7%	113	91.2%	114	92.0%	113	67.6%	111
Portsmouth	82.6%	69	81.2%	69	75.0%	68	71.6%	67
Prince William	82.1%	28	71.4%	28	75.0%	28	53.6%	28
Rappahannock Area	89.5%	124	86.3%	124	90.2%	122	74.6%	118
Rappahannock-Rapidan	91.0%	78	84.6%	78	94.7%	75	68.9%	74
Region Ten	89.1%	92	76.6%	94	86.2%	94	67.0%	94
Richmond	88.6%	44	76.7%	43	81.0%	42	75.0%	40
Rockbridge	85.7%	28	82.1%	28	82.1%	28	67.9%	28
Southside	93.4%	76	92.1%	76	90.8%	76	68.0%	75
Valley	93.5%	77	85.9%	78	88.2%	76	64.0%	75
Virginia Beach	90.4%	52	85.2%	54	85.2%	54	76.5%	51
Western Tidewater	90.4%	73	68.5%	73	90.4%	73	75.0%	72

APPENDIX – C

Table C-1: SUD Consumer Survey Demographics

<i>Age Group</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
18-22	275	13.5	245	12.5	307	14.8	292	15.2	319	16.8
23-59	1711	84.1	1680	85.8	1735	83.5	1593	83.1	1541	81.2
60-64	31	1.5	20	1	23	1.1	17	0.9	25	1.3
65-74	13	0.6	11	0.6	11	0.5	12	0.6	8	0.4
75+	4	0.2	2	0.1	3	0.1	3	0.2	4	0.2
TOTAL	2034	100	1958	100	2079	100	1917	100	1897	100

<i>Gender</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	489	25.3	440	24	519	25.1	407	21.3	456	23.9
Male	1440	74.7	1396	76	1549	74.9	1502	78.7	1452	76.1
TOTAL	1929	100	1836	100	2068	100	1909	100	1908	100

<i>Race</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Alaskan Native	1	0	2	0.1	1	0	4	0.2	0	0
Asian or Pacific Islander	18	0.9	19	1	20	1	34	1.8	0	0
White, Non-Hispanic	1020	50.8	962	50.4	968	47	913	48.1	0	0
Black/African American, Non-Hispanic	715	35.6	644	33.7	754	36.6	546	28.7	0	0
American Indian	33	1.6	24	1.3	25	1.2	20	1.1	0	0
Hispanic	186	9.3	223	11.7	241	11.7	335	17.6	0	0
American Indian/Alaska Native	0	0	0	0	0	0	0	0	28	1.7
Asian	0	0	0	0	0	0	0	0	19	1.1
Black	0	0	0	0	0	0	0	0	615	36.5
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	9	0.5
White	0	0	0	0	0	0	0	0	961	57.1
Other	36	1.8	36	1.9	52	2.5	48	2.5	52	3.1
TOTAL	2009	100	1910	100	2061	100	1900	100	1684	100

<i>Reason for Receiving Services</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
MH	0	0	0	0	0	0	0	0	0	0
SUD	2078	100	1978	100	2119	100	1941	100	1927	100
MH+SUS	0	0	0	0	0	0	0	0	0	0
TOTAL	2078	100	1978	100	2119	100	1941	100	1927	100

<i>Referral Source</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Physician or Hospital	47	2.3	57	2.9	69	3.4	50	2.8	30	1.7
Family or Friends	156	7.8	103	5.3	169	8.2	103	5.7	137	7.8
Employer/Employee Assistance Program	25	1.2	25	1.3	34	1.7	41	2.3	39	2.2
Court or Law Enforcement	1335	66.4	1305	67.5	1287	62.8	1356	75	1245	70.7
Department of Social Services	53	2.6	55	2.8	51	2.5	40	2.2	59	3.3
Self-Referred	295	14.7	261	13.5	318	15.5	211	11.7	250	14.2
Other	101	5	128	6.6	122	6	8	0.4	2	0.1
TOTAL	2012	100	1934	100	2050	100	1809	100	1762	100

Table C-1 continued

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less Than One Month	316	15.7	292	15.1	306	14.7	284	14.8	254	13.3
1-2 Months	530	26.3	524	27.1	503	24.1	492	25.6	476	25
3-5 Months	536	26.6	571	29.5	592	28.4	577	30	595	31.3
6-11 Months	306	15.2	266	13.7	305	14.6	293	15.2	300	15.8
12 Months to 2 Years	151	7.5	139	7.2	183	8.8	139	7.2	156	8.2
More Than 2 Years to 5 Years	95	4.7	75	3.9	120	5.7	80	4.2	76	4
More Than 5 Years	84	4.2	68	3.5	79	3.8	60	3.1	46	2.4
TOTAL	2018	100	1935	100	2088	100	1925	100	1903	100

<i>Hispanic Origin</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Hispanic	0	0	0	0	0	0	0	0	270	48
Non-Hispanic	0	0	0	0	0	0	0	0	293	52
TOTAL	0	0	0	0	0	0	0	0	563	100

Table C-2: SUD Consumer Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2003	1.82	0.87	1,882	82	3.6
2002	1.81	0.88	1,904	82.4	3.9
2001	1.84	0.89	2,067	82.3	4.5
2000	1.87	0.89	1,946	79.7	4.1
1999	1.91	0.92	2,035	78.2	4.7
If I had other choices, I would still get services from this agency.					
2003	2.08	1.03	1,868	73.3	9
2002	2.07	1.02	1,875	73.9	9.4
2001	2.13	1.05	2,050	71.1	10.4
2000	2.17	1.05	1,926	70.5	10.8
1999	2.25	1.1	2,008	67.8	13.2
I would recommend this agency to a friend or family member.					
2003	1.88	0.94	1,866	81.6	6.1
2002	1.85	0.93	1,874	82.4	6
2001	1.87	0.95	2,039	81.1	6.1
2000	1.95	0.98	1,910	78.6	7
1999	1.95	0.99	2,002	78.4	7.6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2003	1.92	1.01	1,882	80.2	8.9
2002	1.51	0.67	139	91.4	0.7
2001	1.96	1.04	2,066	79.1	9.2
2000	1.96	1.02	1,929	79.9	9.3
1999	1.98	1.02	2,014	78.2	9.8
Staff are willing to see me as often as I feel it is necessary.					
2003	1.8	0.84	1,850	84.4	3.9
2002	1.83	0.86	1,841	83.4	4.5
2001	1.82	0.86	2,007	82.8	4.3
2000	1.85	0.81	1,893	83.7	3.3
1999	1.88	0.84	1,956	82.4	4.1
Staff returns my calls within 24 hours.					
2003	2.03	0.97	1,693	73.5	7.6
2002	2.02	0.97	1,663	75	7.9
2001	2.06	0.97	1,798	71.9	7.6
2000	2.07	0.94	1,663	72.3	7
1999	2.12	0.97	1,698	68.9	7.7
Services are available at times that are good for me.					
2003	2.02	1.04	1,871	76.3	10
2002	2.05	1.04	1,869	75.8	10
2001	2.08	1.08	2,061	75	12.3
2000	2.12	1.06	1,915	74.5	11.9
1999	2.16	1.1	2,001	72.9	13.8

Table C-2 continued

		Std.		%	%
	Mean ¹	Dev.	N	Agree ²	Disagree ²
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2003	1.65	0.78	1,868	88.9	2.6
2002	1.66	0.78	1,870	88.2	2.6
2001	1.7	0.81	2,038	87.3	3
2000	1.71	0.78	1,918	87.2	2.4
1999	1.72	0.84	1,994	86.2	3.1
I feel free to complain.					
2003	1.86	0.88	1,852	82.2	5.1
2002	1.9	0.94	1,847	81.4	6.4
2001	1.95	0.98	2,023	80	7.8
2000	1.92	0.94	1,892	80.8	6.7
1999	2.03	1	1,988	77.1	9
Staff tell me what medication side effects to watch for.					
2003	2.06	0.94	1,392	70.6	6.2
2002	2.05	0.91	1,365	73.4	6.2
2001	2.11	0.97	1,578	71.6	8
2000	2.14	0.94	1,408	68.4	7
1999	2.2	1.01	1,418	67	9.7
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2003	1.71	0.81	1,825	86.1	2.7
2002	1.72	0.81	1,814	87	3.4
2001	1.77	0.85	2,007	85.2	3.8
2000	1.8	0.86	1,871	84.8	4.2
1999	1.81	0.86	1,956	84.2	4.1
Staff are sensitive to my cultural background (race, religion).					
2003	1.91	0.86	1,759	78.9	4
2002	1.98	0.91	1,735	76.8	5.6
2001	2	0.94	1,884	74.8	6.3
2000	2.06	0.96	1,761	72.7	6.9
1999	2.13	1	1,849	69.9	8.4
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2003	1.8	0.84	1,782	84.1	3.6
2002	1.79	0.82	1,806	85.2	3.2
2001	1.84	0.84	1,970	82.8	3.9
2000	1.88	0.86	1,841	81.9	4
1999	1.9	0.87	1,909	81.6	4.3
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2003	1.87	0.86	1,840	81.9	4.4
2002	1.87	0.84	1,864	82	3.9
2001	1.9	0.88	2,040	80.5	5
2000	1.93	0.87	1,892	79.3	4.9
1999	1.96	0.91	1,972	78.9	5.6

Table C-2 continued

		Std.		%	%
	Mean ¹	Dev.	N	Agree ²	Disagree ²
As a direct result of the services I receive, I am better able to control my life.					
2003	1.82	0.85	1,845	83.7	3.8
2002	1.82	0.83	1,879	83.6	3.6
2001	1.83	0.83	2,046	82.6	3.7
2000	1.87	0.83	1,893	81.6	3.8
1999	1.96	0.92	1,995	78.9	5.9
As a direct result of the services I receive, I am better able to deal with crisis.					
2003	1.89	0.84	1,829	81.5	4.2
2002	1.88	0.85	1,861	80.8	4.1
2001	1.9	0.85	2,021	80	4.1
2000	1.96	0.84	1,880	78.5	4.5
1999	2.03	0.93	1,967	75.5	6.5
As a direct result of the services I receive, I am getting along better with my family.					
2003	1.85	0.88	1,803	80.3	4.2
2002	1.82	0.9	1,831	79.4	3.9
2001	1.85	0.9	1,989	78.9	4.3
2000	1.93	0.91	1,862	75.7	4.8
1999	1.96	0.97	1,922	75.6	6.2
As a direct result of the services I receive, I do better in social settings.					
2003	1.97	0.9	1,828	76.8	5
2002	1.94	0.88	1,835	77.2	4.5
2001	1.98	0.89	2,013	74.7	4.7
2000	2.04	0.89	1,873	73.1	5.1
1999	2.09	0.95	1,957	71.4	6.6
As a direct result of the services I receive, I do better at work and/or school.					
2003	1.92	0.9	1,744	77.6	4.6
2002	1.89	0.91	1,754	78.8	4.6
2001	1.88	0.86	1,904	78.6	3.6
2000	1.96	0.9	1,775	76.2	4.9
1999	2	0.96	1,842	74.5	6.2
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2003	1.94	0.93	1,758	78.8	6.1
2002	1.92	0.88	1,784	78.6	4.5
2001	1.93	0.9	1,949	78.4	5.4
2000	2.01	0.93	1,811	75	6.1
1999	2.02	0.97	1,877	75.2	7.3
Other					
I am able to get all services I think I need.					
2003	1.88	0.88	1,878	82.6	4.7
2002	1.91	0.88	1,873	82.8	5.8
2001	1.91	0.88	2,049	81.7	5.5
2000	1.97	0.88	1,905	80	5.6
1999	2.02	0.93	2,004	76.9	6.7

Table C-2 continued

	Mean¹	Std. Dev.	N	% Agree²	% Disagree²
I feel comfortable asking questions about my treatment and medication.					
2003	1.77	0.81	1,799	85.8	3.5
2002	1.78	0.8	1,815	85.6	3.1
2001	1.78	0.84	1,987	85.5	3.9
2000	1.86	0.83	1,847	84.3	3.8
1999	1.88	0.91	1,939	81.8	5.4
I, not staff, decide my treatment goals.					
2003	2.07	1.01	1,801	73.1	9.6
2002	2.13	1.09	1,809	70.6	12.3
2001	2.21	1.12	1,982	69.5	14.3
2000	2.24	1.1	1,846	67.8	13.6
1999	2.32	1.14	1,903	63.5	15.5

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table C-3: SUD Consumer Satisfaction by Characteristics per Domain (1999-2003)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD								
2003	79.70%	1903	76.40%	1912	85.30%	1888	81.80%	1855
2002	79.80%	1912	78.40%	1854	85.10%	1903	82.40%	1870
2001	78.80%	2084	74.70%	2096	82.30%	2075	81.30%	2048
2000	76.70%	1952	75.70%	1958	82.30%	1934	78.70%	1904
1999	75.00%	2049	71.90%	2048	80.50%	2035	77.20%	1988

<i>Gender</i>	%	N	%	N	%	N	%	N
SUD: Female								
2003	83.80%	451	79.90%	452	86.00%	449	83.30%	438
2002	83.80%	400	81.10%	381	84.60%	397	86.70%	392
2001	79.50%	512	74.30%	514	81.00%	511	80.60%	499
2000	81.60%	434	77.90%	435	87.30%	424	83.50%	425
1999	77.70%	485	70.90%	484	80.40%	479	80.70%	467
SUD: Male								
2003	78.30%	1434	75.40%	1441	85.20%	1423	81.30%	1401
2002	78.80%	1480	77.70%	1443	85.40%	1474	81.50%	1446
2001	78.70%	1523	74.90%	1532	82.90%	1514	81.50%	1504
2000	75.10%	1378	75.10%	1383	81.00%	1369	77.60%	1342
1999	74.00%	1418	72.70%	1419	81.10%	1411	77.10%	1382

<i>Race</i>	%	N	%	N	%	N	%	N
SUD: White								
2003	75.90%	955	74.40%	956	84.50%	940	78.80%	926
2002	74.70%	899	78.30%	866	83.70%	892	77.00%	878
2001	76.80%	957	73.30%	958	82.70%	946	76.50%	936
2000	71.80%	952	74.00%	953	79.90%	940	71.80%	918
1999	71.40%	1007	68.60%	1007	80.30%	1000	73.30%	965
SUD: African-American								
2003	83.70%	608	78.10%	608	84.40%	604	83.50%	593
2002	84.40%	539	79.70%	523	85.50%	539	85.80%	528
2001	80.90%	742	74.00%	747	81.20%	738	85.10%	727
2000	79.70%	635	76.30%	634	83.80%	630	85.40%	624
1999	77.10%	703	73.40%	703	80.60%	701	81.30%	690
SUD: Other								
2003	66.40%	107	69.40%	108	84.80%	105	72.70%	99
2002	85.50%	433	77.20%	429	87.70%	432	90.10%	425
2001	83.00%	330	80.30%	335	84.70%	334	88.50%	331
2000	87.60%	298	78.90%	303	87.90%	298	87.20%	298
1999	84.20%	272	80.80%	271	82.90%	269	82.60%	264

<i>Time in Treatment</i>	%	N	%	N	%	N	%	N
SUD: 0-11 Months								
2003	78.20%	1605	76.30%	1612	85.20%	1592	80.80%	1560
2002	78.80%	1620	77.90%	1568	85.70%	1613	81.40%	1579
2001	79.00%	1676	74.50%	1685	84.20%	1669	80.20%	1647
2000	75.80%	1630	75.60%	1636	82.90%	1612	77.40%	1583
1999	75.90%	1663	73.20%	1660	82.10%	1650	76.60%	1608

Table C-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 12+ Months								
2003	88.40%	276	76.50%	277	85.90%	276	87.60%	274
2002	85.50%	276	80.80%	271	81.80%	274	88.40%	275
2001	77.70%	382	75.30%	381	73.90%	380	86.20%	376
2000	81.10%	281	76.00%	279	80.40%	280	86.40%	279
1999	70.30%	327	64.40%	329	72.30%	328	80.90%	324

<i>Service area and Referral Source</i>	%	N	%	N	%	N	%	N
SUD: Self, Family, Hospital, or Doctor								
2003	91.30%	415	80.80%	416	87.70%	415	88.00%	409
2002	86.70%	361	78.90%	356	82.70%	359	84.60%	356
2001	81.20%	552	75.30%	555	76.50%	553	83.50%	544
2000	83.50%	418	77.90%	416	79.60%	417	85.20%	411
1999	77.10%	494	69.80%	493	76.40%	491	80.00%	485
SUD: Court, Police, DSS, or EAP								
2003	76.50%	1322	75.40%	1331	85.20%	1311	80.40%	1288
2002	78.10%	1420	78.30%	1369	86.00%	1410	82.20%	1384
2001	77.90%	1352	74.40%	1354	84.80%	1342	81.10%	1324
2000	75.20%	1365	74.50%	1371	83.10%	1348	76.60%	1330
1999	74.50%	1390	73.10%	1392	82.70%	1383	76.90%	1344

<i>Service area and Age Group</i>	%	N	%	N	%	N	%	N
SUD: 18-22								
2003	65.50%	313	68.40%	316	81.90%	310	71.60%	299
2002	62.40%	287	68.80%	276	79.20%	284	64.30%	277
2001	69.50%	302	66.00%	306	80.90%	299	75.00%	292
2000	60.40%	240	61.80%	241	76.90%	234	60.90%	230
1999	60.70%	267	63.10%	271	75.10%	265	65.50%	255
SUD: 23-59								
2003	82.20%	1524	77.80%	1529	85.80%	1514	83.60%	1492
2002	82.90%	1573	79.80%	1524	86.10%	1567	85.40%	1544
2001	80.80%	1711	76.50%	1717	82.80%	1705	82.40%	1685
2000	78.90%	1661	77.20%	1665	82.80%	1648	81.00%	1623
1999	77.20%	1691	73.10%	1686	81.30%	1683	79.70%	1649
SUD: 60+								
2003	89.20%	37	83.80%	37	94.40%	36	91.70%	36
2002	83.30%	30	90.30%	31	93.30%	30	90.00%	30
2001	80.00%	35	66.70%	36	79.40%	34	91.40%	35
2000	87.50%	32	90.60%	32	87.50%	32	87.50%	32
1999	85.10%	47	87.50%	48	87.20%	47	77.30%	44

<i>Service area and Hispanic Origin</i>	%	N	%	N	%	N	%	N
SUD: Hispanic								
2003	89.70%	261	84.60%	267	92.90%	266	95.10%	264
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Table C-3 continued

	%	N	%	N	%	N	%	N
SUD: Non-Hispanic								
2003	75.60%	291	69.30%	290	86.20%	290	81.90%	281
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Quality of Life Domains

<i>Service area</i>	General		Emot. Health		Social Int.		Family Int.		Work/School	
	%	N	%	N	%	N	%	N	%	N
SUD										
2003	77.70%	1899	78.10%	1893	83.70%	1866	80.60%	1753	76.20%	1713
2002	78.80%	1895	80.20%	1896	86.20%	1879	82.20%	1902	79.00%	1742
2001	76.20%	2083	76.40%	2080	82.50%	2062	80.30%	2062	75.20%	1900
2000	75.80%	1954	77.70%	1944	81.80%	1930	79.50%	1921	77.20%	1787
1999	74.10%	2034	75.00%	2037	82.30%	2014	80.00%	2020	76.60%	1837

APPENDIX – D

Table D-1: MH/SUD Consumer Demographics (1999-2003)

Age Group	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
18-22	64	6	63	6.6	81	8	56	5.7	63	6.3
23-59	991	92.3	868	91.1	906	89	882	90.3	901	90.4
60-64	6	0.6	18	1.9	23	2.3	26	2.7	20	2
65-74	12	1.1	4	0.4	7	0.7	12	1.2	11	1.1
75+	1	0.1	0	0	1	0.1	1	0.1	2	0.2
TOTAL	1074	100	953	100	1018	100	977	100	997	100

Gender	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	488	46.7	411	45.1	506	50.3	451	46.8	489	48.9
Male	557	53.3	500	54.9	499	49.7	513	53.2	510	51.1
TOTAL	1045	100	911	100	1005	100	964	100	999	100

Race	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Alaskan Native	2	0.2	0	0	0	0	3	0.3	0	0
Asian or Pacific Islander	6	0.6	5	0.5	13	1.3	7	0.7	0	0
White, Non-Hispanic	625	59.4	584	62.5	597	59.5	613	63.5	0	0
Black/African American, Non-Hispanic	326	31	249	26.7	311	31	254	26.3	0	0
American Indian	25	2.4	15	1.6	16	1.6	20	2.1	0	0
Hispanic	45	4.3	51	5.5	31	3.1	42	4.3	0	0
American Indian/Alaska Native	0	0	0	0	0	0	0	0	22	2.3
Asian	0	0	0	0	0	0	0	0	6	0.6
Black	0	0	0	0	0	0	0	0	281	29.3
Native Hawaiian/Pacific Islander	0	0	0	0	0	0	0	0	2	0.2
White	0	0	0	0	0	0	0	0	618	64.4
Other	23	2.2	30	3.2	35	3.5	27	2.8	30	3.1
TOTAL	1052	100	934	100	1003	100	966	100	959	100

Reason for Receiving Services	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
MH	0	0	0	0	0	0	0	0	0	0
SUD	0	0	0	0	0	0	0	0	0	0
MH+SUD	1099	100	968	100	1031	100	991	100	1005	100
TOTAL	1099	100	968	100	1031	100	991	100	1005	100

Referral Source	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Physician or Hospital	208	20.1	204	22.4	218	22.9	241	27.7	226	25.8
Family or Friends	110	10.6	95	10.5	102	10.7	103	11.8	100	11.4
Employer/Employee Assistance Program	16	1.5	9	1	11	1.2	14	1.6	9	1
Court or Law Enforcement	267	25.8	216	23.8	229	24	228	26.2	219	25
Department of Social Services	43	4.2	45	5	62	6.5	63	7.2	58	6.6
Self-Referred	293	28.3	257	28.3	256	26.8	222	25.5	263	30.1
Other	97	9.4	83	9.1	76	8	0	0	0	0
TOTAL	1034	100	909	100	954	100	871	100	875	100

Table D-1 continued

<i>Length of Time Receiving Services</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less Than One Month	106	10	65	6.9	78	7.7	61	6.3	73	7.4
1-2 Months	129	12.1	114	12	107	10.5	107	11	129	13.1
3-5 Months	180	16.9	172	18.1	175	17.2	147	15.1	147	15
6-11 Months	155	14.6	134	14.1	164	16.1	140	14.4	135	13.7
12 Months to 2 Years	177	16.6	164	17.3	170	16.7	159	16.3	189	19.2
More Than 2 Years to 5 Years	129	12.1	125	13.2	133	13.1	162	16.6	138	14.1
More Than 5 Years	188	17.7	174	18.4	189	18.6	197	20.2	171	17.4
TOTAL	1064	100	948	100	1016	100	973	100	982	100

<i>Hispanic Origin</i>	1999		2000		2001		2002		2003	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Hispanic	0	0	0	0	0	0	0	0	36	14.7
Non-Hispanic	0	0	0	0	0	0	0	0	209	85.3
TOTAL	0	0	0	0	0	0	0	0	245	100

Table D-2: MH/SUD Consumer Satisfaction by Domain (1999-2003)

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD								
2003	90.10%	996	84.10%	998	88.10%	995	76.40%	980
2002	88.40%	983	84.00%	969	86.50%	977	72.90%	971
2001	87.50%	1022	82.50%	1022	84.70%	1020	72.40%	1008
2000	87.10%	955	83.40%	964	85.50%	959	73.00%	946
1999	86.40%	1091	81.10%	1090	85.40%	1078	75.90%	1082

<i>Gender</i>	%	N	%	N	%	N	%	N
MH+SUD: Female								
2003	91.00%	488	81.80%	488	87.00%	486	73.60%	478
2002	91.00%	446	85.90%	441	89.70%	447	72.60%	441
2001	88.80%	501	82.10%	504	84.70%	503	70.30%	499
2000	86.40%	405	83.40%	409	84.00%	405	67.00%	400
1999	88.20%	485	82.40%	484	85.30%	477	71.30%	481
MH+SUD: Male								
2003	89.30%	503	86.30%	505	89.30%	504	79.10%	498
2002	86.10%	511	82.20%	501	84.40%	505	72.90%	505
2001	85.90%	495	82.50%	492	84.90%	491	74.20%	484
2000	88.10%	495	84.10%	498	86.90%	497	78.20%	491
1999	85.50%	552	79.40%	553	85.20%	548	79.30%	550

<i>Race</i>	%	N	%	N	%	N	%	N
MH+SUD: White								
2003	91.00%	613	84.80%	613	89.20%	612	74.40%	602
2002	88.50%	608	84.00%	601	87.70%	608	72.10%	602
2001	88.40%	593	84.10%	591	86.80%	590	71.70%	583
2000	88.00%	576	84.50%	581	86.80%	577	72.00%	567
1999	88.70%	619	84.20%	621	86.80%	615	76.60%	615
MH+SUD: African-American								
2003	88.10%	278	82.90%	280	87.50%	279	79.60%	274
2002	88.50%	253	85.50%	249	86.50%	251	72.70%	249
2001	88.90%	307	82.50%	309	84.00%	307	73.10%	305
2000	85.70%	245	80.20%	248	83.80%	247	70.70%	246
1999	85.50%	324	77.70%	323	84.40%	320	77.30%	321
MH+SUD: Other								
2003	85.00%	60	80.00%	60	76.70%	60	74.60%	59
2002	87.60%	97	76.80%	95	79.80%	94	76.80%	95
2001	81.10%	95	74.50%	94	80.00%	95	77.40%	93
2000	89.00%	100	87.10%	101	85.10%	101	87.90%	99
1999	84.20%	101	78.20%	101	85.70%	98	73.30%	101

Table D-2 continued

<i>Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 0-11 Months								
2003	88.70%	479	82.30%	481	88.70%	476	76.80%	466
2002	90.30%	453	84.40%	442	89.00%	446	74.40%	442
2001	85.70%	517	79.40%	520	85.10%	518	70.30%	508
2000	87.50%	479	83.60%	483	87.10%	479	74.40%	472
1999	86.50%	569	79.50%	566	88.60%	554	77.20%	562

	%	N	%	N	%	N	%	N
MH+SUD: 12+ Months								
2003	91.10%	496	85.90%	495	88.10%	497	75.60%	492
2002	86.60%	514	83.70%	510	84.60%	513	71.90%	513
2001	89.00%	490	85.40%	487	84.40%	487	74.50%	486
2000	86.90%	458	82.90%	463	83.80%	463	72.40%	457
1999	86.90%	487	83.10%	490	82.90%	490	74.70%	487

<i>Referral Source</i>	%	N	%	N	%	N	%	N
MH+SUD: Self, Family, Hospital, or Doctor								
2003	92.80%	587	86.50%	586	89.00%	584	77.80%	576
2002	89.10%	560	85.70%	553	88.10%	563	71.00%	558
2001	88.60%	569	84.10%	573	84.20%	571	71.10%	564
2000	88.00%	548	83.80%	554	84.60%	552	70.80%	542
1999	87.00%	608	82.90%	607	82.90%	607	73.10%	606
MH+SUD: Court, Police, DSS, or EAP								
2003	85.80%	281	80.90%	283	88.70%	282	75.80%	277
2002	87.20%	304	80.50%	297	84.50%	296	76.40%	297
2001	82.80%	302	77.50%	298	83.70%	300	77.40%	296
2000	85.30%	266	84.30%	268	87.60%	266	77.30%	264
1999	86.10%	324	78.90%	323	89.30%	317	81.70%	322

<i>Age Group</i>	%	N	%	N	%	N	%	N
MH+SUD: 18-22								
2003	82.00%	61	79.00%	62	82.50%	63	74.10%	58
2002	89.10%	55	77.80%	54	85.50%	55	68.50%	54
2001	85.00%	80	70.50%	78	85.90%	78	68.00%	75
2000	78.70%	61	78.70%	61	85.20%	61	66.70%	60
1999	71.90%	64	67.20%	64	77.80%	63	68.80%	64
MH+SUD: 23-59								
2003	90.60%	894	84.60%	895	88.60%	891	76.30%	881
2002	88.10%	877	83.90%	864	86.20%	871	73.00%	866
2001	87.90%	899	84.00%	901	85.30%	899	72.50%	892
2000	87.90%	859	83.50%	866	85.50%	861	73.10%	849
1999	87.40%	984	81.90%	984	86.00%	974	76.30%	977
MH+SUD: 60+								
2003	90.90%	33	81.80%	33	84.80%	33	81.80%	33
2002	97.40%	38	97.30%	37	92.10%	38	73.70%	38
2001	83.90%	31	70.00%	30	70.00%	30	86.20%	29
2000	90.50%	21	90.90%	22	86.40%	22	81.80%	22
1999	88.90%	18	84.20%	19	82.40%	17	88.90%	18

Table D-2 continued

<i>Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Hispanic								
2003	97.20%	36	85.70%	35	100.00%	35	91.70%	36
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0

	%	N	%	N	%	N	%	N
MH+SUD: Non-Hispanic								
2003	90.90%	209	81.80%	209	88.50%	209	77.30%	203
2002	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2001	0.00%	0	0.00%	0	0.00%	0	0.00%	0
2000	0.00%	0	0.00%	0	0.00%	0	0.00%	0
1999	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Quality of Life Domains

<i>Service area</i>	General		Emot. Health		Social Int.		Family Int.		Work/School	
	%	N	%	N	%	N	%	N	%	N
MH+SUD										
2003	50.80%	981	48.60%	979	61.10%	962	55.90%	959	54.00%	691
2002	47.10%	975	48.50%	969	58.10%	964	53.60%	953	51.80%	683
2001	46.50%	1013	45.80%	1009	59.00%	986	55.00%	992	54.10%	751
2000	49.20%	941	50.60%	951	61.70%	935	57.00%	934	55.40%	706
1999	49.30%	1074	47.10%	1076	61.80%	1046	54.90%	1051	54.40%	807

Table D-3: MH/SUD Consumer Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2003	1.55	0.74	991	90.6	1.7
2002	1.64	0.81	983	88.5	3.4
2001	1.65	0.8	1,019	87.4	2.8
2000	1.64	0.8	951	87.6	2.4
1999	1.65	0.84	1,081	87.1	3.1
If I had other choices, I would still get services from this agency.					
2003	1.77	0.92	989	83.8	4.9
2002	1.8	0.91	967	83.7	5.5
2001	1.85	0.97	1,014	80.4	6.8
2000	1.79	0.93	939	83.3	5.5
1999	1.85	0.98	1,082	80.5	6.5
I would recommend this agency to a friend or family member.					
2003	1.57	0.8	984	91.4	2.6
2002	1.64	0.83	962	87.9	3.6
2001	1.63	0.82	1,015	89.3	3.3
2000	1.63	0.8	946	88.6	2.6
1999	1.67	0.9	1,067	87.3	4.6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2003	1.79	0.98	987	84.1	7.3
2002	1.67	0.89	12	91.7	8.3
2001	1.77	0.95	1,009	84.9	6.9
2000	1.78	0.91	952	84.1	6.4
1999	1.87	1.02	1,069	81.9	8.5
Staff are willing to see me as often as I feel it is necessary.					
2003	1.71	0.89	976	87	5.1
2002	1.72	0.88	967	87	5.8
2001	1.72	0.85	1,000	86.6	4.4
2000	1.74	0.89	943	86.1	5.5
1999	1.78	0.94	1,069	84.8	6.5
Staff returns my calls within 24 hours.					
2003	1.83	0.94	922	82.1	6.4
2002	1.84	0.96	913	81.1	7.1
2001	1.87	0.95	932	79.5	6.9
2000	1.87	0.95	894	80.5	7.3
1999	1.9	1.01	959	78.9	8.1
Services are available at times that are good for me.					
2003	1.76	0.9	986	86.2	6
2002	1.81	0.95	972	82.5	6.6
2001	1.82	0.96	1,004	84.3	7.2
2000	1.8	0.93	948	84	6.1
1999	1.8	0.96	1,067	83.6	6.8
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2003	1.58	0.81	976	89.7	3.2
2002	1.63	0.78	957	88.4	2.8

Table D-3 continued

		Std.		%	%
	Mean ¹	Dev.	N	Agree ²	Disagree ²
2001	1.64	0.85	1,010	87.4	3.9
2000	1.64	0.83	937	87.1	2.9
1999	1.62	0.82	1,069	87.8	2.8
I feel free to complain.					
2003	1.78	0.91	968	84.5	5.7
2002	1.89	0.98	956	81.1	7.9
2001	1.91	1.03	990	79	8.7
2000	1.82	0.93	950	82.3	5.9
1999	1.88	1.02	1,061	79.5	8.2
Staff tell me what medication side effects to watch for.					
2003	1.78	0.93	880	83.6	5.8
2002	1.91	1	856	77.5	7.6
2001	1.94	1.05	883	77.9	9.9
2000	1.92	0.99	826	78.5	8.1
1999	2	1.04	918	75.1	9.7
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2003	1.61	0.85	970	89.1	4.2
2002	1.63	0.82	948	87.9	2.7
2001	1.68	0.88	992	87.2	4.7
2000	1.63	0.8	932	87.9	2.7
1999	1.7	0.89	1,056	85.5	4.7
Staff are sensitive to my cultural background (race, religion).					
2003	1.74	0.87	916	83.7	3.8
2002	1.83	0.88	896	80.7	3.6
2001	1.91	0.99	923	76.4	6.7
2000	1.85	0.9	866	78.6	4.2
1999	1.95	0.96	984	76.6	5.8
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2003	1.68	0.8	970	88.8	2.6
2002	1.75	0.84	948	86.9	4.3
2001	1.78	0.88	987	85	5
2000	1.74	0.84	920	86.2	4.2
1999	1.77	0.92	1,040	84.9	5.4
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2003	1.83	0.91	972	83.1	4.8
2002	1.86	0.88	964	80.8	5.3
2001	1.93	0.96	997	79.2	7
2000	1.88	0.91	939	80.2	5.1
1999	1.89	0.92	1,071	81.1	5.8

Table D-3 continued

		Std.		%	%
	Mean ¹	Dev.	N	Agree ²	Disagree ²
As a direct result of the services I receive, I am better able to control my life.					
2003	1.9	0.94	970	80.1	5.8
2002	1.95	0.93	970	77.3	6.8
2001	1.96	0.97	996	77	7.5
2000	1.94	0.93	944	77	6
1999	1.94	0.93	1,074	79.4	6.7
As a direct result of the services I receive, I am better able to deal with crisis.					
2003	1.93	0.96	972	75.9	5.9
2002	2.02	0.98	954	74.9	8.8
2001	2.06	1.02	994	73.1	9.3
2000	2.02	0.96	935	74.1	7.5
1999	2.02	0.96	1,072	74.7	7
As a direct result of the services I receive, I am getting along better with my family.					
2003	2.02	1.07	960	74.2	9.6
2002	2.02	1.02	942	73.7	8.8
2001	2.05	1.08	977	72.1	10.2
2000	2.01	1.02	904	73.7	8.5
1999	2.02	1	1,035	72.6	8.2
As a direct result of the services I receive, I do better in social settings.					
2003	2.12	1.06	958	68.5	9.6
2002	2.16	1.05	951	68.3	11.8
2001	2.18	1.09	988	67	12
2000	2.13	1	921	69.5	8.9
1999	2.12	1.01	1,044	70.1	8.8
As a direct result of the services I receive, I do better at work and/or school.					
2003	2.06	1.03	804	70.9	8.5
2002	2.11	1.02	769	68.4	10
2001	2.12	1.04	826	68.4	9.8
2000	2.13	1.05	794	68	9.4
1999	2.11	1.04	898	70.3	9.8
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2003	2.17	1.11	963	70.2	12.7
2002	2.25	1.12	959	66.9	14.6
2001	2.26	1.13	991	66.2	15.7
2000	2.26	1.12	922	66.8	14.1
1999	2.19	1.1	1,053	68.9	13.2
Other					
I am able to get all services I think I need.					
2003	1.8	0.94	982	84.2	6.4
2002	1.87	0.96	968	80.9	6.9
2001	1.86	0.96	1,012	81.8	7.1
2000	1.84	0.93	938	81.9	6.2
1999	1.89	0.98	1,068	80.3	7.8

Table D-3 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
I feel comfortable asking questions about my treatment and medication.					
2003	1.62	0.81	979	90.1	3.8
2002	1.65	0.8	952	89	3.7
2001	1.7	0.87	993	87	4.5
2000	1.63	0.77	930	90	2.8
1999	1.71	0.9	1,060	87.5	5.1
I, not staff, decide my treatment goals.					
2003	2.04	1.06	964	73.4	10.1
2002	2.11	1.08	941	71.5	11.8
2001	2.12	1.09	978	69.9	12
2000	2.13	1.07	911	70.7	12.4
1999	2.25	1.15	1,025	65.4	15.4

¹ Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

² Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

APPENDIX – E

Case Mix Adjustment

In order to provide an unbiased comparison across Virginia's 40 CSBs with regard to each of the four indicator domains (Access, Outcomes, Appropriateness and General Satisfaction), each of these measures were statistically adjusted to account for differences in the demographic and treatment characteristics ("case mix") of the different CSBs. This process involved several steps. First, client or treatment characteristics that were statistically related to variation in consumer satisfaction on each of the domains were identified. The client characteristics that were tested included age, gender, race/ethnicity, self-reported problem area (service area type), duration of treatment, and referral source. Second, these same variables were tested to determine if there were statistically significant differences among the CSBs with regard to the proportions of consumers in each treatment/demographic group. Then, variables that were statistically related to both satisfaction with services on the different domains and to differences among CSB caseloads were identified as likely variables to be included in the case mix adjustment. Because of the limited number of consumers surveyed at some of the smaller CSBs, not all variables related to the outcomes of interest were included in the actual case mix adjustment.

Procedure for Case Mix Adjustment

Whenever a statistical adjustment of the survey results was necessary to provide an unbiased comparison of the CSBs, the analysis followed a four-step process. First, the respondents from each CSB were divided into the number of categories resulting from the combination of identified risk factors (see below for the process by which these factors were identified). For example, when Gender (two categories) by Race/Ethnicity (three categories) adjustments are indicated, six categories result. Second, the mean (average) consumer rating was determined for each of these categories for each CSB. Third, the proportion of all consumers statewide that fell into each category was determined. Finally, the average consumer rating for each category for that CSB was multiplied by the statewide proportion of all potential respondents who fell into that category, and the results were summed to provide a measure of consumer rating that was not influenced by differences in the characteristics of consumers across CSBs.

Mathematically, this analytical process is expressed by the following formula:

$$\sum w_i X_i$$

Where "w_i" is the proportion of all potential respondents who fell into a specific category, and "X_i" is the average level of satisfaction for that category.

For any given CSB, when one of the categories used in the case mix adjustment process included no responses or had less than 5 responses, a decision had to be made as to which category that particular weight should be merged with. In order to assist with this decision making process, analysis was done to determine the ability of a particular characteristic to predict a scale score. When one of the case mix adjustment categories included no responses, the weight for that category was merged with another category that had the mean within 10% of the statewide mean for the category that was empty. If there was no category with a satisfaction rating within 10% of the statewide mean, the category was merged with a category that had similar characteristics. The decision as to which category had similar characteristics was based on the ability of each characteristic to predict the satisfaction rate. For example, if a

scale score was adjusted for gender and race and it was determined that race was a more powerful predictor of that scale, categories would be combined according to race first and then gender. Cells were also merged in cases where there were 5 or fewer consumers in a given cell. This was done because of the concern that too much weight might be given to the rates of a very few consumers. In such cases, these “low N” cells were merged with the category with the average score closest to the average of the mean of the cell being merged. When there was no category with a satisfaction score within 10%, the category was merged with a category that had similar characteristics. The selection of similar categories was again based on the importance of the characteristics in predicting the scale score. The reduced number of weighted cell means was then summed to provide the risk-adjusted percentage.

The Selection of Case Mix Adjustment Variables

The first step of case mix adjustment involved deciding how to code the demographic variables. An analysis of variance was run for each demographic variable with the dependent variable being General Satisfaction. In cases where there were no differences between groups with regard to satisfaction ratings, categories were collapsed into one another. These groupings may not follow common sense. However, the purpose of the coding is to put groups with similar satisfaction ratings together. The resulting demographic groups are as follows:

Age:

- 18-22 years old
- 23 years old

Service Area:

- Mental Health (MH)
- Substance Use Disorders (SUDs)
- Mental Health and Substance Use Disorders (MH/SUDs)

Race/Ethnicity:

- African American and Caucasian
- Asian, Pacific Islander, Alaskan Native, Native American
- Hispanic Origin
- Other

Referral Source:

- Physician, family member, friend, employer, self
- DSS or other person
- Court

Time in Treatment:

- Less than 6 months
- 6 or more months

As mentioned above, variables that were statistically related to both satisfaction with services on the different domains and to differences among CSB caseloads were identified

as likely variables to be included in the case mix adjustment. Satisfaction rates on each of the domains were related to the following risk factors, listed in order of importance:

Access: Service Area, Age and Referral Source

Appropriateness: Race/Ethnicity

Outcome: Service Area, Race/Ethnicity and Gender

General Satisfaction: Age, Referral Source and Service Area

The more risk factors that are included in any given case mix adjustment, the more cells are left empty or are populated by only a few individuals. Since there was only one variable associated with Appropriateness, case mix adjustment proceeded without further analysis. In order to reduce the number of case mix adjustment variables for the other three domains, two steps were taken. First, all potential case mix adjustment variables were regressed on the outcome of interest in order to determine which risk variables remained significantly related to the dependent variable when entered in combination with all other variables. Because the risk variables were categorical in nature, a logistic regression procedure was used. Only those variables with significant Beta weights in the regression equation were considered for inclusion as case mix adjustment factors.

Second, consumers fitting into each of the cells created by all combinations of all levels of the variables were considered as a group. Each group was then assigned a dummy code, and these dummy codes were used to run an analysis of variance, with the dependent variable being the satisfaction rate on the domain of interest. In cases where there were no differences between groups with regard to satisfaction ratings, categories were collapsed into one another, thus reducing the final number of categories/cells included in the case mix adjustment. Using these steps, the following consumer groups were identified as risk factors for adjustment:

Access:

- MH and MH/SUD consumers
- SUD consumers referred by a physician, family member, friend, employer or self
- 18-22 year old SUD consumers referred by DSS or the court
- 23 years or older SUD consumers referred by DSS or the court

Appropriateness:

- Consumers of Hispanic Origin
- African American and Caucasian consumers
- Asian, Pacific Islander, Alaskan Native or Native American consumers
- Consumers who identified themselves by the category "Other race"

Outcome:

- MH and MH/SUD, female consumers who did not identify themselves as Hispanic
- MH and MH/SUD, female consumers who did not identify themselves as Hispanic
- MH and SUD male and female consumers of Hispanic origin
- SUD, female consumers who did not identify themselves as Hispanic
- SUD, female consumers who did not identify themselves as Hispanic

General Satisfaction:

- Consumers referred by the court
- 18-22 year old SUD consumers referred by DSS or an “other person”
- 23 years and older SUD consumers referred by DSS or an “other person”
- 18-22 year old MH and MH/SUD consumers referred by a physician, family member, friend, employer or self; 18-22 year old SUD consumers referred by physician, family member, friend, employer or self; 23 years and older SUD consumers by a physician, family member, friend, employer or self

Internet Resources

National Association of State Mental Health Program Directors (NASMHPD) <http://www.nasmhpd.org>

National Technical Assistance Center (NTAC) for State Mental Health Planning

<http://www.nasmhpd.org/ntac>

National Association of State Mental Health Program Directors Research Institute <http://nri.rdmc.org>

National Institute of Mental Health (NIMH) home page: <http://www.nimh.nih.gov/>

Substance Abuse & Mental Health Services Administration (SAMHSA): <http://www.samhsa.gov/>

Center for Mental Health Services (CMHS) Home Page: <http://www.samhsa.gov/cmhs/cmhs.htm>

The Evaluation Center @ HSRI: <http://tecathsri.org>

National Alliance for the Mentally Ill (NAMI): <http://www.nami.org>

National Mental Health Association (NMHA): <http://www.nmha.org>

National Association of State Alcohol and Drug Abuse Directors <http://www.nasadad.org/>

SAMHSA's National Mental Health Information Center: www.mentalhealth.samhsa.gov

Department of Health & Human Services: <http://www.os.dhhs.gov/>

National Mental Health Services ' Knowledge Exchange Network: <http://www.mentalhealth.org/>

Mental Health Statistics Improvement Program (MHSIP): <http://www.mhsip.org/>

Mental Health Related Federal Agencies:

FedWorld Information Network: <http://www.fedworld.gov/>

Library of Congress World Wide Web: <http://www.loc.gov>

National Center for Health Statistics: <http://www.cdc.gov/nchs>

National Clearinghouse for Alcohol & Drug Information: <http://www.health.org/>

National Committee for Quality Assurance (NCQA): <http://www.ncqa.org/>

National Institute on Alcohol Abuse and Alcoholism <http://www.niaaa.nih.gov>

National Technical Assistance Center (NTAC): <http://www.nasmhpd.org/ntac/>